



Complaints Policy & Process

Smart Health Training & Services (ABN 68 525 401 619) (Smart Health) is committed to the rights of all clients and other relevant stakeholders to provide feedback, compliments and make a complaint.

This policy outlines our commitment and process for enabling the submission and resolution of complaints in a fair and timely manner. It applies to all Smart Health employees, contractors and placement students. All complaints are treated confidentially as required by law and process.

Making a complaint

If you wish to lodge a complaint about Smart Health or any of its services or staff members, we recommend you use our online Feedback Form (www.smarthealthtraining.com.au/) or email reception@smarthealthtraining.com.au to support our ability to respond. If you prefer to contact the clinic directly, you can call (08) 82931100 and one of our staff will record your complaint details. A letter documenting receipt and details of your complaint will then be forwarded to you via email/post and to our Board of Directors for response.

Complaints process

Smart Health endeavours to respond to all complaints fairly and in a timely manner.

Once a complaint is received it will be forwarded to our Board of Directors to acknowledge, investigate and respond. We aim to communicate with you by your preferred contact method of response within 1 business day of receipt of your complaint.

Records & Reporting

All complaints received by Smart Health are treated confidentially unless we are required to make a mandatory notification by law.

Smart Health will always follow its Privacy Policy to handle your personal information.

Smart Health will keep accurate and appropriate records of all formal complaints, their outcomes and any actions taken.

External Options

If the complainant is unhappy or unsatisfied with the handling or resolution of the complaint it can also be lodged externally with AHPRA (Australian Health Practitioner Regulation Agency), the Health and Community Services Complaints Commissioner or the Office of Australian Information Commissioner (Privacy Complaints).

Related Sources

Smart Health Feedback Form

Smart Health Privacy Policy

AHPRA – How to raise a concern about a health practitioner

(<https://www.ahpra.gov.au/Notifications/Concerned-about-a-health-practitioner.aspx>)

Health and Community Services Complaints Commissioner SA

(<https://www.hcscs.sa.gov.au/>)

Australian Government Office of Australian Information Commissioner – Privacy Complaint (<https://www.oaic.gov.au/privacy/privacy-complaints>)