

Clifton Co-op Hospital Policy

Centrepay complaints policy for Clifton Co-op Hospital

20 Norman St Clifton 4361

07 46973735 www.cliftonhospital.org

villaaccomodation@cliftonhospital.org

About this policy

This complaint policy outlines how Clifton Co-op Hospital will manage and handle feedback and complaints from Centrepay customers.

Accessing this policy

Our complaints policy can be accessed:

- on our website www.cliftonhospital.org
- on display in our office or at outlets
- when you sign any forms with us to use Centrepay.

We will also provide a copy of our policy within **5 business days** upon request.

How a customer can make a complaint

You can make a complaint using any of these channels

- phone: 07 4697 3735
- email: villaaccomodation@cliftonhospital.org
- in person at our place of business:
- in writing: 20 Norman St Clifton 4361.

When you make a complaint, the following details will help us investigate and resolve the complaint:

- the date or dates when the issue happened
- your name and contact details
- any supporting documents or information. For example, your account or reference number.
- details of the issue or concern, including amounts, location, staff you spoke to or when you contacted for help.

You may choose to have an authorised third-party make a complaint on your behalf. This could include a financial counsellor, community lawyer, or a trusted friend or family member. We will accept established third party authority forms in these instances. In the absence of a form, we may seek confirmation from you that the person is authorised to act on your behalf.

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How we'll manage a customer complaint

What customers can expect from us when making a complaint.

Clifton Co-op Hospital will:

- respond in writing or verbally, if a written response isn't possible
- aim to resolve the complaint within **20 business days**
- review the complaint fairly and impartially, without discrimination or detriment
- handle all complaints confidentially, and in accordance with privacy obligations
- escalate serious or complex complaints to senior management

We will keep customers informed of progress as we investigate and resolve complaints. All correspondence will be documented.

How we'll manage an unresolved customer complaint

When a customer complaint is serious, repeated or remains unresolved, we will refer the complaint in writing to Services Australia within 5 business days.

We may also refer the matter to a relevant ombudsman or consumer protection agency, where required.

These services can be contacted at any time about the outcome.

Services Australia can be contacted using any of the following:

- by calling the feedback and complaints service on **1800 132 468**
- online via the Services Australia website or by using your Centrelink online account
- in writing to the following address:

**Centrelink and Medicare, Services Australia Complaints and Feedback
Reply Paid 7800
Canberra BC ACT 2610**

- in person at a Centrelink service centre.

Record keeping

Our recording keeping practices are

Our organisation is committed to maintaining accurate, complete, secure, and confidential records to support the delivery of safe, high-quality services and to meet all applicable legislative, regulatory, and contractual obligations.

Records are created, maintained, stored, and disposed of in accordance with relevant privacy, health records, employment, and business record-keeping requirements. We ensure that all client, employee, financial, operational, and governance records are:

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- Accurate, current, and complete.
- Created and maintained in a timely manner.
- Stored securely to protect confidentiality and privacy.
- Accessible only to authorised personnel.
- Protected against loss, unauthorised access, alteration, or disclosure.
- Retained for the required legislative retention periods.
- Archived or securely destroyed when no longer required.

Both electronic and hard-copy records are managed using appropriate security measures, including password protection, restricted access controls, secure storage facilities, and regular system backups where applicable.

Staff are trained in their record-keeping responsibilities and are expected to document information objectively, factually, and in accordance with organisational policies and professional standards. Regular audits and reviews are conducted to ensure compliance with record-keeping requirements and to support continuous improvement.

Our record-keeping practices promote accountability, transparency, continuity of care, and effective decision-making while safeguarding the privacy and dignity of our clients, employees, and stakeholders.

Clifton Co-op Hospital maintains complaint records relating to Centrepay securely for a **minimum of 7 years** in accordance with privacy obligations. Information retained may include, but not limited to:

- details of complainant
- details of the complaint
- actions taken
- the outcome of the complaint
- any referral or reports to relevant regulatory authorities, including information about dispute resolution schemes.