

Complaint Process

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ADVANCED DENTAL ANAESTHESIA SOLUTIONS

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ADVANCED DENTAL
ANAESTHESIA SOLUTIONS

Making a complaint

Complaints are valuable feedback, providing us an opportunity to learn how we could be doing things better for our community.

If you come to us with a complaint, you will be treated respectfully and we will work with you to resolve the matter as best we can.

Help lodging your complaint.

Most complaints, issues or concerns can be addressed by speaking directly with the staff where the issue has taken place. However, if the issue is complex or serious, you should make your complaint in writing to compliance@adas.net.au

- Be clear about what went wrong, who was involved and when it happened.
- Be clear about what solution you are seeking.
- Tell us how you would best like us to respond to you (e.g. phone call, email, in writing, family meeting).
- Be calm and respectful.
We understand that sometimes issues can be distressing for you and will do our best to support you. Our staff reserve the right to terminate phone calls and the feedback process should abusive or threatening language be used.
- Once we have acknowledged that we have received your complaint, allow us time to review the matter, investigate and respond to you. We aim to have most complaints addressed within 14 days, however, more complex issues can take us up to one month to provide you feedback.

For more information or for help with your complain, please call (03) 8362 7007 between 9am and 5pm, Monday to Friday.

Provide feedback in another language

- You can request an interpreter and speak to the staff caring for you about your feedback
- Write to us in your own language. We will have your feedback translated, and it will be managed according to our standard processes.
- You can also contact the ADAS Team with the details listed below and request for an interpreter to be made available for you to provide feedback

National Relay Service

If you are Deaf, hard of hearing or speech impaired, contact us via the National Relay Services.

If you feel your concerns were not resolved, and you would like further help, please contact the Patient Representative Team, through one of the following methods

- Email: compliance@adas.net.au

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- Telephone: (03) 8362 7007
 - Mail: Complaints, Advanced Dental Anaesthesia Solutions PO Box 3448, Mornington Victoria 3931

ADAS is staffed weekdays from 9:00 am to 5:00 pm. Please note if the phone number is not staffed, messages will be checked regularly during the team's business hours. A team member from ADAD will return your call as soon as possible.

Due to the Coronavirus (COVID-19) Pandemic, ADAS is operating with some remote staffing arrangements but we do remain open.

We appreciate your patience in these uncertain times. To limit delays in returning telephone calls, we ask that you continue to contact us via email: compliance@pclc.org.au.

What happens with my feedback?

Your feedback will be directed to the most appropriate person for information, follow up or investigation. If you have requested a response to your complaint, an ADAS employee will contact you via your preferred method.

We will endeavour to acknowledge all feedback within 3 business days, however due to an increase in feedback, it may take us longer to get back to you.

ADAS aims to provide you with a resolution within 14 days, however, we always try to respond as quickly as possible. Please note, our timeframe for response can vary based on the complexity of the issues you've raised and level of investigation required. In some cases it can take us up to one month to respond as we often interview staff, review medical records and gather information to understand the issue in detail.

Any information collected in the course of the review of your complaint will remain confidential and not be noted in your medical record. This means that when you or your loved one come to ADAS, staff caring for you will not be able to see that you have made a complaint about our service. We tell you this to provide you reassurance that if you lodge a complaint at ADAS, it will not negatively impact the care that you receive from us.

If you any stage throughout the complaints process you wish to revoke your consent for the investigation you may do so by providing this in writing to compliance@adas.net.au

What if I am unhappy with the response received from ADAS?

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial.

To lodge a complaint with the HCC:

Fill out a complaint form online at hcc.vic.gov.au or Phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.