
Complaints Policy and Procedure

07.05.05.B

1. Introduction

1.1 This policy explains the procedure taken for complaints submitted to the Australian Pharmacy Council. Please note that there is a formal appeals process in place for candidates wishing to appeal the administrative process of their applications.

1.2 This procedure offers a process by which complaints can be addressed where immediate resolution cannot be effected.

1.3 The Australian Pharmacy Council will:

- Receive complaints by facsimile, email or letter;
- Resolve complaints as soon as reasonably possible;
- Deal with complaints professionally, efficiently and fairly;
- Keep complainants advised of progress or changes;
- Provide reasons for all of decisions;
- Treat all customers with courtesy and respect;
- Document the complaint and the action taken; and
- Learn from feedback and improve Australian Pharmacy Council services.

2. Impartiality

2.1 Complaints will be investigated in a fair and impartial manner. No prior judgments or assumptions will be made. No action will be taken until the investigation is complete where practicable.

3. Confidentiality

3.1 Complaints will remain confidential. The only people who will have access to information about the complaint will be the complainant, and staff or Councillors of the Australian Pharmacy Council directly involved in resolving the complaint.

4. No victimisation

4.1 Where a bona fide complaint is made the complainant shall not be subject to any prejudicial consequences as a result.

5. Vexatious or malicious complaints

5.1 There is an underlying assumption that complaints are made in good faith (and with good will) and with an intention for resolution.

6. Timeliness

6.1 Complainants will be advised of the receipt of their complaint within two weeks of receiving it. Each complaint will be finalised within as short a period of time as possible.

7. Complainant's responsibility

7.1 To help Australian Pharmacy Council respond to a complaint, it is the complainant's responsibility to:

- Provide the complaint in writing;
- Clearly identify the issues relating to the complaint and provide any relevant supporting information and documents;
- Advise, where possible, what kind of result or outcome it is hoped will be achieved, however, this will not necessarily dictate the remedy that might ultimately apply; and
- Treat all Australian Pharmacy Council officers with courtesy and respect.

8. Process

- A written complaint is received by the Australian Pharmacy Council.
- All complaints shall be referred to the CEO or Executive Officer.
- The CEO or Executive Officer may refer the complaint to the appropriate person.
- The person designated to handle the complaint will record the complaint on the complaints register and if necessary contact the complainant to obtain further details and chronological flow of events.
- Timelines for the complaint to be resolved will be determined.
- Complainants will be advised of the receipt of their complaint.
- The CEO or Executive Officer will make a determination based upon all the information available. The complainant shall be notified of the determination.
- The determination and actions will be recorded by the person designated to handle the complaint.

9. Outcomes of complaints

9.1 If the complaint is upheld or sustained, the following are among the possible outcomes:

- An agreement between the parties;
- A verbal apology;
- A written apology;
- A refund of fees if applicable; or
- An offer to re-sit exams if applicable.

9.2 The CEO or Executive Officer will ensure that the outcome is implemented and documented.

10. Unresolved complaints

10.1 The Executive Committee will review any complaints that are unable to be resolved. The Executive Committee will make a final decision as to the outcome of the complaint.

11. Anonymous complaints

11.1 The Australian Pharmacy Council accepts anonymous complaints; however it is up to the discretion of the CEO or Executive Officer to determine further action. In all cases, anonymous complaints and actions taken will be recorded.

12. Contact person

Chief Executive Officer
Australian Pharmacy Council
PO Box 269
Civic Square ACT 2608
Australia
Email: admin@pharmacycouncil.org.au

Approval Date: Senior Team, 01 June 2007.