
Bariatric Surgery Registry

Grievance & Complaint Policy

Revision History

Version	Date	Author	Reason for version change	Sections modified
1.0	12/07/15	D.Brown		

Amendments in this release

Section Title	Section Number	Amendment Summary

The Bariatric Surgery Registry – Grievance & Complaint policy

1 Introduction

This policy document sets out the guideline for grievance and complaint handling in the Bariatric Surgery Registry (BSR). This policy is designed to provide transparency about how grievances and complaints will be recorded, investigated and resolved.

The primary role of the BSR is to ensure the safety and quality of bariatric surgery in Australia. It does this by gathering sensitive patient information from hospitals, surgeons and patients themselves. There may be instances where patients, hospitals, surgeons, device manufacturers or other parties may have a grievance or complaint about how the BSR has conducted itself in this process.

1.1 Responsibility

The BSR Steering Committee is primarily responsible for overseeing the implementation of the grievance and complaints policy which is designed to respond to patients, hospitals, surgeons, device manufacturers and other interested parties that have a complaint or grievance about the conduct of the BSR.

1.2 Scope of the Policy

This policy covers all complaints and grievances **about** the conduct of the BSR and its personnel. *It does not include complaints about surgeons, hospitals or devices.*

This policy covers complaints and grievances **made by** patients, surgeons, hospitals, device manufacturers or other interested parties. It does not include complaints made by BSR staff, Steering Committee Members and/ or Monash University staff which is covered by the university's staff grievance policy.

1.3 Related Policies

BSR Privacy Policy

2 Definitions

Grievance – A written complaint that is brought to the attention of the BSR about its conduct or the conduct of its staff.

Bariatric Surgery Registry (BSR) Steering Committee – The body that oversees the governance of the BSR, provides strategic direction and ensures the agreed deliverables of the registry are achieved. A full description of the structure and function of the steering committee is provided in the relevant Terms of Reference (ToR) document.

3 Procedures

3.1 Grievance and Complaint Capture

The BSR may become aware of grievances and complaints through a number of channels:

- Informed by HREC committee who has received a complaint from a patient
- Call made to the “Opt-Off” line
- Call made directly to the BSR
- Letter, fax or email received by the BSR
- Informed by the Office of the Australian Information Commissioner
- Informed by the Health Services Ombudsman

When a patient, surgeon, hospital, device manufacturer or other interested party indicates that they have a complaint or a grievance about the conduct of the BSR it will be:

1. Recorded on a “Grievance and Complaint Form” (see Appendix A)
2. Logged in the grievance and complaint register maintained by the Clinical Lead

3.2 Privacy Complaint Procedures

The *BSR Privacy Policy* “Section 5. Addressing Concerns” outlines in detail the procedures for patients and other stakeholders who have a complaint about their privacy. In the first instance they are directed to the Human Research Ethics Committee (HREC) of the relevant hospital or health service where the procedure took place. These details are on the Patient Explanatory Statement patients are sent 2 weeks after their procedure and can also be supplied by the BSR to the patients.

The BSR requests that any **privacy complaint** or concern be submitted in writing (via email, fax or post) and a member of the BSR will acknowledge receipt within one week of being received. The BSR will attempt to resolve the complaint within 15 working days, however, if this is not possible, the BSR will contact the complainant to advise of the status of the matter.

The BSR Data Manager and Clinical Lead will be notified of all complaints and issues in regards to privacy and will escalate it accordingly. HREC committees will be notified of any complaint and/ or adverse events as per the conditions of each HREC approval.

If the complainant is unsatisfied with the outcome of complaints relating to privacy, BSR will advise further options including, if appropriate, review by the Office of the Australian Information Commissioner.

3.3 Other Complaint Procedures

The BSR requests that any other, non-**privacy complaint** or concern be submitted in writing (via email, fax or post) and a member of the BSR will acknowledge receipt within one week of it being received. The BSR will attempt to resolve the complaint within 15 working days, however, if this is not possible, the BSR will contact the complainant to advise of the status of the matter.

The BSR Data Manager and Clinical Lead will be notified of all complaints and issues in regards to conduct of staff or the study protocol will be escalated accordingly to the Steering Committee. HREC committees will be notified of any complaint and/ or adverse events as per the conditions of each HREC approval.

If the complainant is unsatisfied with the outcome of complaints, BSR will advise further options including, if appropriate, review by the University or Health Services Ombudsman.

3.4 Confidentiality

Confidentiality will be maintained through the grievance/ complaints process

APPENDIX A - Grievance and Complaint Form

CONTACT DETAILS

Family name		First name/s	
Email Address		Contact number	
Date			

GRIEVANCE OR COMPLAINT DETAILS

Please provide details of your grievance or complaint	
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ADDITIONAL INFORMATION

Please include any additional information related to your grievance. If you are attaching supporting documents please list these here.

DECLARATION

Received by:	Date Received:
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