

**HEALTH CLINIC  
COMMUNICATION & COMPLAINTS PROCEDURE****RATIONALE:**

Students, parents/caregivers, and the wider community have the right to communicate a complaint regarding the provision of service by the Wesley College Health Clinic under Right 10, of the Code of Health and Disability Service Consumers Rights.

**PURPOSE:**

The purpose of this policy is:

- To provide all students, parents/caregivers, and the wider community with a clear procedure for communication or lodging a complaint about the Health Clinic.
- To provide the Board with a clear process to follow.

**GUIDELINE: RIGHT 10, RIGHT TO COMPLAIN**

1. Students, parents/caregivers, and the wider community have the right to make a complaint about the Health Clinic in any form appropriate.
2. Students, parents/caregivers, and the wider community may make a complaint to -
  - a) The individual or individuals who provided the health service
  - b) The Senior Nurse in charge of the Health Clinic authorised to receive complaints
  - c) The Principal
  - d) An independent advocate provided under the Health and Disability Commissioner Act 1994
  - e) The Health and Disability Commissioner.
3. Wesley College must facilitate the fair, simple, speedy, and efficient resolution of complaints.
4. Wesley College must inform the complainant about progress of the complaint at intervals of not more than 1 month.
5. Wesley College must comply with all the other relevant rights in this Code when dealing with complaints.
6. Wesley College must have a complaints procedure that ensures that-
  - a) the complaint is acknowledged in writing within 5 working days of receipt, unless it has been resolved to the satisfaction of the complainant within that period; and
  - b) the complainant is informed of any relevant internal and external complaints procedures, including the availability of:
    - i. independent advocates provided under the Health and Disability Commissioner Act 1994
    - ii. the Health and Disability Commissioner
  - c) that the complaint and the actions of Wesley College regarding the complaint are documented
  - d) that the complainant receives all information held by the provider that is or maybe relevant to the complaint.
7. Within 10 working days of giving written acknowledgement of a complaint, Wesley College must,-
  - a) decide whether the Wesley College -
    - i. accepts that the complaint is justified; or
    - ii. does not accept that the complaint is justified; or

- b) if it decides that more time is needed to investigate the complaint, —
  - i. determine how much additional time is needed; and
  - ii. if that additional time is more than 20 working days, inform the consumer of that determination and of the reasons for it.
- 8. As soon as practicable after a provider decides whether or not it accepts that a complaint is justified, the provider must inform the consumer of
  - a) the reasons for the decision; and
  - b) any actions the provider proposes to take; and
  - c) any appeal procedure the provider has in place.

This procedure was issued by the Principal July 2021.  
This procedure will be reviewed on / before July 2024.

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**PRINCIPAL**

8 July 2021  
**DATE**