



australian
pharmacy
council

General Complaints Policy

September 2018 | Version 2.0

Table of Contents

Glossary of Terms	3
List of Abbreviations	3
1. Purpose.....	4
2. Scope.....	4
3. Overview	4
4. Policy Statement.....	4
4.1. Making a complaint.....	4
4.2. Our responsibilities on receipt of a complaint.....	5
4.3. If you are dissatisfied with our response	5
5. Roles and Responsibilities.....	5
6. Supporting Procedures	5
7. Related Documents/Links.....	5
8. References.....	5

Glossary of Terms

Term	Meaning
Council	The Australian Pharmacy Council
Committee	Committees of the Australian Pharmacy Council
Complaint	A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person.

List of Abbreviations

Abbreviation	Term
APC	Australian Pharmacy Council
CEO	Chief Executive Officer

General Complaints Policy

1. Purpose

This policy describes our procedure for complaints made to the Australian Pharmacy Council (APC).

2. Scope

This policy applies to general complaints against us under the following categories:

- Decisions made by the APC, Council or a Committee; and
- The conduct of an APC staff member, Councillor, Committee member, an APC representative or a contractor engaged by the APC.

This policy does not apply to our Accreditation, Examination and/or Assessment processes which are covered under the following policies:

- Complaints Policy Regarding APC Accredited Providers or Programs; and/or
- Appeals Policy

This General Complaints Policy offers a process for complaints to be addressed where immediate resolution cannot be achieved.

Making a complaint under this policy does not remove any other rights a complainant may have against us at APC.

3. Overview

The APC General Complaints Policy is designed to ensure that the concerns raised by stakeholders and the general public are given due consideration and are treated promptly and fairly. We welcome feedback to ensure regular review of our responsibilities and for continuous improvement opportunities.

4. Policy Statement

4.1. Making a complaint

Complaints must be provided in writing detailing the nature of the complaint and include specific details such as, but not limited to: the date of the occurrence, the person or document the complaint is concerning, a fully description of the complaint, any relevant supporting information and/or documents, and the effect or issue this matter has raised. The complaint must be provided to APC via email admin@pharmacycouncil.org.au.

A complaint form is provided at Annexe A for the submission of a complaint.

4.2. Our responsibilities on receipt of a complaint

We will:

- Acknowledge receipt of your complaint in writing within 14 days;
- Assess your complaint promptly;
- Adhere to the principles of natural justice;
- Deal with your complaint professionally, efficiently, fairly and respectfully;
- Treat your complaint with absolute confidentiality;
- Keep you fully informed of the progress of your complaint and a timeline for the investigation;
- Investigate the matter in an objective and impartial manner in accordance with privacy obligations;
- Undertake the investigation by clearly defining the factual issues leading to options to resolve the issue;
- Not take any actions until the investigation is completed;
- Give you a response including the reason for the decision/s; and
- If appropriate, use the findings from investigation of your complaint to implement quality improvements to our services.

4.3. If you are dissatisfied with our response

If you are dissatisfied with our response, you may write to the signatory of the response within 30 days and provide reasons detailing why you feel the response is unsatisfactory. If there are grounds for reconsideration of your complaint, the Chief Executive Officer (CEO) will review and provide a ruling.

5. Roles and Responsibilities

Our CEO has overall responsibilities for ensuring that complaints are fully and promptly investigated.

6. Supporting Procedures

General Complaints Register

General Complaints Process - flowchart

7. Related Documents/Links

[Complaints Policy Regarding APC Accredited Providers or Programs](#)

[Appeals Policy](#)

8. References

'Better Practice Guide to Complaint Handling', Commonwealth Ombudsman, 1 April 2009. Available at: www.ombudsman.gov.au/docs/better-practice-guides/onlineBetterPracticeGuide.pdf



australian
pharmacy
council

[w pharmacycouncil.org.au](http://www.pharmacycouncil.org.au) | [e admin@pharmacycouncil.org.au](mailto:admin@pharmacycouncil.org.au) | [p + 61 2 6188 4288](tel:+61261884288)

Level 1
15 Lancaster Place
Majura Park,
Canberra Airport ACT 2609

| ABN 45 568 153 354
