

## Complaints & Feedback Policy

Summit Osteo & Performance  
150 Maroondah Hwy, Ringwood VIC  
ABN: 60 915 250 523  
Effective: October 2025  
Review Date: October 2026

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### 1. Purpose

Summit Osteo & Performance is committed to delivering professional, high-quality osteopathic care in a safe and respectful environment.  
This policy outlines how patients can provide feedback or make a complaint, and how these will be managed fairly, confidentially, and promptly.

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### 2. Scope

This policy applies to all patients, visitors, and contractors associated with Summit Osteo & Performance.

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### 3. Guiding Principles

All feedback and complaints are treated confidentially, fairly, and without bias.

Patients will never experience discrimination or reduced quality of care for providing feedback.

Constructive feedback is valued as it helps improve the quality and safety of services provided.

Every effort will be made to resolve concerns at the earliest opportunity.

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### 4. Providing Feedback

Patients are encouraged to share feedback, compliments, or complaints through any of the following channels:

Verbally: Speak directly to the practitioner during or after your appointment

Email: [admin@summitosteoandperformance.com.au](mailto:admin@summitosteoandperformance.com.au)

In Writing: Summit Osteo & Performance, 150 Maroondah Hwy, Ringwood VIC 3134

Anonymous feedback may also be accepted where possible, though it may limit our ability to investigate or respond.

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## 5. Managing Complaints


1. Complaints will be acknowledged within 5 business days.
2. The practitioner will review the concern and, if appropriate, contact the patient to discuss it further.
3. A resolution or response will be provided within 14 business days, unless additional investigation time is needed.
4. All complaints and outcomes will be documented and stored securely for quality assurance purposes.


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## 6. Escalation Options

If a patient is not satisfied with the outcome or wishes to take the matter further, they may contact:


Victorian Health Complaints Commissioner (HCC)

 [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

 1300 582 113

Australian Health Practitioner Regulation Agency (AHPRA)

 [www.ahpra.gov.au](http://www.ahpra.gov.au)

 1300 419 495

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## 7. Confidentiality

All complaints and feedback are handled in strict confidence. Personal details and information will only be shared with those directly involved in resolving the matter.

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## 8. Review

This policy will be reviewed annually or when relevant legislation or professional standards change.

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