

Feedback and Complaints Policy



Introduction

Mobile Dental Clinics Australia is committed to providing safe, high-quality, person-centred dental care and to responding to feedback and complaints fairly, openly and promptly.

We value feedback and complaints as an opportunity to improve our services, systems and patient experience. Feedback or complaints are managed in a way that supports patient safety, quality improvement and trust.

Your right to provide feedback or make a complaint

Anyone may provide feedback or make a complaint without fear that it will affect their care or ongoing relationship with the service. All feedback and complaints are handled confidentially, and information is only shared with those involved in resolving the concern.

We are committed to respectful, culturally safe and accessible feedback or complaints handling for all patients, families, carers and representatives.

How to provide feedback or make a complaint

If you are dissatisfied with our service, you can contact us to address your concerns and lodge your feedback or a complaint with us in one of the following ways:

- By emailing us info@mobiledentist.com.au
- By telephoning us 1300 765 640

If you do choose to call us, we may ask you to put your feedback or complaint in writing (where appropriate), however, feedback or complaints may be made verbally, in writing or electronically, and assistance will be provided where needed.

Information we will need to investigate

When we are investigating your feedback or complaint, we will be relying on information provided by you and information we may already be holding.

We may need to contact you to clarify details or request additional information where necessary.

To help us understand and respond to your feedback or complaint as quickly as possible, we may ask for:

- Your name and contact details
- The patient's name
- The nature of the complaint

What happens next (process and timeframe)

1. Acknowledge

We acknowledge receipt of the complaint within 2 business days.

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2. Assessment and review

An initial review is conducted to determine the issues raised, risks identified and information required. We aim for first-point resolution where our team will try to resolve the issue at first contact. If this is not possible, it will proceed to an investigation.

3. Investigation

The complaint is investigated impartially, including gathering information from relevant staff and records.

4. Response

We provide a clear written or verbal response outlining the outcome, reasons and any actions taken within 30 days (or sooner where possible). Sometimes it may take us longer than 30 days (such as where we need supporting detail or information from third parties). If it appears we will exceed this timeframe, we will advise you of the delay and revised timeframe for resolution.

5. Improvement and monitoring

Where appropriate, feedback or complaints are recorded, analysed and used to improve systems and prevent recurrence.

If you are not satisfied with the outcome

We will attempt to resolve your complaint at the first point of contact. If we are unable to do this, we will undertake an investigation and provide you with our findings.

If you are not satisfied with our response, or would prefer to raise your concern externally, you may contact:

- your relevant State or Territory Health Complaints body
- the Dental Board of Australia / AHPRA (for practitioner conduct or safety concerns)

Contact details can be obtained at: www.ahpra.gov.au or via state health complaints bodies.

Governance & Responsibility

The General Manager is responsible for overseeing feedback or complaints management, ensuring investigations are completed and outcomes are communicated.

Feedback or complaints involving clinical care will be reviewed with our senior clinical team to support patient safety and professional reflection.

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