

Imaging at Olympic Park is committed to working together with all personnel who provide services at the facility to ensure the fair, efficient and swift resolution of all complaints at all levels with the following principles:

- Complaints are acknowledged and responded to promptly and with sensitivity
- Complaints can be received from third parties including carers, guardians, friends, family members or an advocate (complainant)
- All complaints will be handled discreetly and in confidence
- A person, where possible, may make a complaint anonymously
- Complaints are assessed and dealt with fairly and effectively
- When contact details are provided, a clear and timely response to the complaint will be provided within 30 days
- The complaints handling process and the person making a complaint will not be charged for the time or expense involved in handling the complaint
- People making complaints are provided with information about the outcome of their complaint
- People making complaints will not suffer any detriment because a complaint has been made by them or on their behalf

Please do not hesitate to speak with any of our staff during your admission or provide negative feedback on the feedback forms within the facility which will be followed up, including contacting the complainant if contact details are provided.

Alternatively, contact our Complaints Officer by email: [z.kotaidis@io;p.net.au](mailto:z.kotaidis@io;p.net.au) or phone (03)9420 1700 should you wish to lodge a complaint with preferred method of communication.

*Reference: Complaints Handling Standards 2020*