



## **Complaints Policy**

The Pharmacy Guild of Australia, Queensland Branch (The Guild) is committed to providing a continuous improvement environment in which complaints from staff members and external stakeholders are responded to and resolved promptly, confidentially and impartially. This policy has been designed to provide guidance to both our staff and our external stakeholders on the manner in which The Guild will respond to and manage complaints.

For the purpose of this policy, external stakeholders includes but is not limited to elected officials, members, pharmacists, pharmacy assistants, exhibitors, delegates, community partners, suppliers, lenders and service providers.

This policy deals with complaints from staff in relation to their treatment in the workplace and complaints from external stakeholders in relation to products and services and the manner in which products and services are provided.

The Guild does not have the responsibility or the power to deal with consumer complaints about pharmacies or complaints between members.

### **Guild Services**

The Guild aims to provide the best possible products and services. To maintain a high level of customer service, the Guild may request certain information within a strict timeframe (e.g. for IR representation).

Staff have the right to refer a caller who is disrespectful to them to a more senior member of their management team. In consultation with the Branch Director and/or Branch President, based on the outcome of an investigation a decision may be made to refuse service to an external stakeholder or to refer the external stakeholder to another branch or the National Secretariat.

The Guild aims to ensure that the behaviour and performance of our staff complies with the Guild's requirements in relation to the professional provision of products or services.

The Guild recognises from time to time there may be reason for some dissatisfaction with the products or services we provide and we welcome feedback as an opportunity to review and improve our products and services.

### **Complaint Resolution Process**

The Guild strives to deal with issues as soon as they emerge. Issues will be dealt with in a manner that is transparent and fair to all parties concerned. The principles of procedural fairness will apply at all stages of the complaint resolution process. All complaints will be handled in accordance with the *Complaints, Appeals and Grievances Procedure*.

The Guild aims to comply with its statutory obligations and will strive to conduct its activities in a manner that provides an environment, which, so far as reasonably practicable, ensures the protection of the health, safety and welfare of all people at our workplace. We will take action to ensure that the health and safety of our staff is not detrimentally affected by the manner in which a complaint is made or the behaviour of a complainant and ensure that the health and safety of a complainant and the reputation of the Guild is not adversely affected by the conduct of a staff member.

All parties concerned, whether it be a staff member or external stakeholder, will not be subject to any detriment, discrimination or harassment as a result of a legitimate complaint being made and/or heard, or their participation in resolving the complaint.

For Guild Training matters that cannot be resolved through informal means, a *Complaint Form* will be completed and forwarded to the Training Manager. Refer to the *Guild Training Complaints Policy* for specific details about the Guild's complaints handling process for Guild Training matters.

All written complaints will be directed to the appropriate Manager, Senior Manager, Branch Director, Branch President, or Branch Committee depending on the circumstances.

All parties are welcome to have a support person to assist them in the process.

Should any party be dissatisfied with the outcome of a complaint, the complaint resolution process and outcome will be reviewed. Any matters that are unable to be resolved by the Queensland Branch or matters that involve the National Secretariat will be escalated to the National Secretariat.

## **How To Lodge A Complaint**

Complaints can be lodged by telephone, in writing or by completing a form which will be supplied by contacting the Queensland Branch of the Guild:

The Pharmacy Guild of Australia, Queensland Branch  
PO Box 457, Spring Hill QLD 4004  
Ph: 07 3831 3788 Fax: 07 3831 9246  
Email: [guild.qld@qldguild.org.au](mailto:guild.qld@qldguild.org.au)

## **Confidentiality and Privacy**

In accordance with the *Privacy Act 1988 (Privacy Act)* the confidentiality and privacy of personal information will be respected wherever possible within the constraints of the need to fully investigate the complaint, and matters pertaining to the complaint will not be discussed beyond the relevant parties involved in resolving the complaint.

Staff are not permitted to discuss confidential information associated with a complaint, during or post-employment with the Guild.

## **Breaches of this Policy**

When a complaint is justified, we will undertake appropriate remedial actions that are fair and consistent. Our remedies aim to restore the complainant to the position they would have been in had the complaint not been necessary.

If there is evidence of non-conformance with the guidelines set out in this policy, the Pharmacy Guild of Australia, Queensland Branch reserves the right to take disciplinary action, including termination and/or legal action.

The Branch Director may exercise their discretion to enter into alternative arrangements or vary the terms of this policy depending on the circumstances.

## **Authority**

Approval: Branch Director

Date approved: 28 January 2016