

# Australian and New Zealand College of Anaesthetists FEEDBACK MANAGEMENT POLICY

## 1. PURPOSE

The purpose of this policy is to provide information on the manner in which the Australian and New Zealand College of Anaesthetists (ANZCA) (“the College”) receives and handles feedback from patients, other consumers, Fellows, trainees, other health professionals and other external stakeholders. This policy articulates the expectations of the College, including the Faculty of Pain Medicine (FPM), and informs the Feedback Management Procedure document for College staff.

## 2. INTRODUCTION

The College has a demonstrated commitment to service excellence through continuous improvement. Feedback is a valuable source of information and an important tool for business and staff development. Diligent and prompt attention to feedback can help identify the needs of our members and stakeholders, understand our shortcomings, increase satisfaction and improve overall performance. All feedback will be maintained confidential unless requested otherwise and all information handled in accordance with the ANZCA [privacy policy](#).

## 3. FEEDBACK, SUGESTIONS, COMMENTS OR COMPLAINTS

### 3.1 Complaints about anaesthetists/specialist pain medicine physicians in practice

Complaints regarding professional misconduct, concerns regarding professional performance, or concerns regarding an anaesthetist or specialist pain medicine physician’s health that may have adverse impact on patient risks should be handled initially at the hospital level directly with the doctors in question. There are also health care complaints commissions in each state/territory of Australia and in New Zealand that can provide assistance and information. Further information is available via their websites:

- <http://www.hccc.nsw.gov.au/>
- <http://www.health.vic.gov.au/hsc/>
- [www.hcsc.nt.gov.au](http://www.hcsc.nt.gov.au)
- [www.oho.qld.gov.au](http://www.oho.qld.gov.au)
- [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)
- [www.healthcomplaints.tas.gov.au](http://www.healthcomplaints.tas.gov.au)
- [www.healthcomplaints.act.gov.au](http://www.healthcomplaints.act.gov.au)
- [www.hdc.org.nz](http://www.hdc.org.nz)

If the matter needs to be taken further a notification can be made to the Medical Board of Australia (MBA) in Australia or the Medical Council of New Zealand (MCNZ) in New

Zealand. Information on notifications, including notification criteria and how to make a notification can be found on the [MBA website](#) and [MCNZ website](#) respectively. There is also a useful [FAQ section](#) on the MBA website with fact sheets for consumers and other practitioners. When making a notification about a Fellow or trainee of ANZCA or FPM to any of the above you may also contact the College for further assistance. Serious complaints against Fellows will be internally managed in accordance with [Regulation 26 Standards of Professional Practice](#).

In circumstances of serious complaints, which for legal reasons cannot be addressed by the College, or which the College determines should be dealt with by another body, the College will seek consent of the complainant to refer the complaint as appropriate. In some cases the College may be obliged by law to refer the complaint (“mandatory reporting”).

Complaints regarding College trainees should be handled according to ANZCA and FPM training processes including as relevant the trainee experiencing difficulty and the trainee performance review (TPR) process outlined in regulation 37 and the ANZCA Handbook for Training and Accreditation for Australia and New Zealand, and regulation 38 and the ANZCA Handbook for Training and Accreditation in the Affiliated Training Regions for trainees in Hong Kong, Malaysia and Singapore. For FPM, guidance is provided via the trainee support kit and there is also a specific TPR process that may be applicable.

### **3.2 Internal College processes for feedback and complaints**

The College has specific policies covering the following topics which can be found on the [corporate policies section](#) of the ANZCA website:

- [Policy on bullying, discrimination and harassment for Fellows and trainees acting on behalf of the College or undertaking College functions](#)
- [Whistleblowers policy](#)
- [Fraud and corruption control policy](#)
- Performance assessment of anaesthetists may be managed in accordance with [Regulation 26 Standards of professional practice](#)
- Suspension and removal of office holders, committee members and college representatives is managed in accordance with [Regulation 28 Suspension and Removal of Office Holders](#).
- Reconsideration, review and appeal processes relating to College decisions are managed in accordance with regulations [30](#) and [31](#).

The ANZCA [Code of Professional Conduct](#) provides guidelines for the professional behaviour expected of Fellows. The code complements the College’s professional documents and emphasises that Fellows have a responsibility to honour these documents.

Queries relating to standards of practice by anaesthetists are best handled by visiting the [professional documents section](#) of the ANZCA website or by contacting the ANZCA Policy Unit on [policy@anzca.edu.au](mailto:policy@anzca.edu.au). Professional documents for pain medicine physicians are available on the [FPM website](#) or by contacting the [FPM General Manager](#).

### 3.3 Providing feedback to the College

Feedback can be provided to the College in the following ways:

- Via the [Contact Us](#) section of the ANZCA Website
- By phone to +61 3 9510 6299
- By mail to:

*ANZCA House  
630 St Kilda Road  
Melbourne VIC 3004*

#### Feedback in regard to Fellows and trainees

- Compliments
  - The College is pleased to relay compliments on exceptional assistance or service received from a Fellow or trainee to the appropriate person.
- Complaints
  - Complaints about an episode of care involving a Fellow or trainee should be made directly to the doctor and the hospital so that the matter can be managed locally. If the local response is not satisfactory, the matter may be escalated to the MBA or MCNZ. Please contact the College for further information or assistance with this process.

#### Feedback in regard to College staff

- Compliments
  - The College welcomes compliments on exceptional assistance received from members of ANZCA staff or other ANZCA representatives. The College will direct your feedback to the appropriate person, in accordance with ANZCA service charters.
- Complaints
  - Complaints regarding ANZCA staff members or other ANZCA representatives will be directed to the appropriate person and managed in accordance with ANZCA service charters.

#### Feedback in regard to College processes or services

- Feedback regarding ANZCA processes or suggestions to improve ANZCA services should be directed to the College as outlined above.

### 3.4 How we handle your feedback

You will receive acknowledgement of your feedback within one business day of its receipt. The feedback will then be directed to the relevant department to be addressed in a timely fashion. Staff will inform you of the anticipated time frame to act on your feedback. If the matter is complex it may take time to be addressed, however staff will keep you updated on progress. Please inform the College at the initial stage if you require your feedback to be kept confidential. All feedback will be maintained confidential unless requested otherwise and all information handled in accordance with the ANZCA [privacy policy](#).

### 3.5 What we ask from you

- Provide as much information as you can.

- Consider what outcomes you wish to achieve and how you would like issues to be resolved.
- Be aware that not all issues can be resolved by the College. The College cannot be responsible for the decisions of external agencies or hospitals.

### **3.6 If your issue cannot be resolved**

If an internal College complaint cannot be resolved or if you are unsatisfied with the response then please contact the ANZCA Chief Executive Officer on [ceo@anzca.edu.au](mailto:ceo@anzca.edu.au).

## **4. CONCERNS OR COMMENTS**

If you have any concerns about the feedback management policy please contact the policy unit on +61 3 9510 6299 or via [policy@anzca.edu.au](mailto:policy@anzca.edu.au). Requests must be in writing and resolution of concerns will be sought as promptly as possible.

## **5. CHANGES TO ANZCA FEEDBACK MANAGEMENT POLICY**

The College may modify or amend this policy at any time. Formal notice of amendments will not ordinarily be given, but the current feedback management policy will be available via the College policy repository. The latest version of the policy can be accessed via the policy repository or by contacting [policy@anzca.edu.au](mailto:policy@anzca.edu.au).

## **6. RELATED DOCUMENTS**

- 6.1 [ANZCA Professional documents](#)
- 6.2 [ANZCA Bullying and discrimination policy](#)
- 6.3 [ANZCA Whistleblower policy](#)
- 6.4 [ANZCA Fraud and corruption control policy](#)
- 6.5 [ANZCA Privacy policy](#)
- 6.6 [Regulation 26 Standards of Professional Practice](#)
- 6.7 [Regulation 28 Suspension and Removal of Office Holders](#)
- 6.8 [Regulation 30 Reconsideration and Review Processes](#)
- 6.9 [Regulation 31 Appeals Process](#)

## **7. DEFINITIONS**

8.1 **“Staff”** – Persons who are employed under contracts of employment by the College whether on full-time, part-time, casual, temporary, seasonal or one-off basis.

8.2 **“Fellows”** – Fellows of the College.

8.3 **“The College”** – The Australian and New Zealand College of Anaesthetists (ANZCA) including the Faculty of Pain Medicine (FPM).

8.4 **“Trainees”** – Trainees of the College including the FPM.

## 8. CHANGE CONTROL REGISTER

Version	Author	Approved by	Approval Date	Sections Modified
1	Policy Unit	Council	Jan 15, 2014	Created
1.1	Policy Unit	CEO	March 11, 2014	Copyright statement added
1.2	Policy Unit			Hyperlinks updated

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