

Complaints Policy and Procedure

Policy Statement

Premium Health is committed to providing a transparent, accessible, and fair process for managing complaints. All complaints are viewed as opportunities for improvement and are resolved promptly, impartially, and in accordance with the principles of natural justice and procedural fairness.

Scope

This policy applies to all students, prospective students and clients.

Procedure

Informal Resolution

- Where possible, Premium Health will attempt to resolve complaints informally through discussion, advice, or mediation.
- Any staff member may assist in informal resolution.
- If unresolved, or if the complainant prefers, proceed to the formal process.

Formal Complaints

- Submit a formal complaint in writing (via the form on our website or by email – info@premiumhealth.com.au)
- Include: submission date, name, nature and details of the complaint, date of the event, and any supporting documentation.

All formal complaints are submitted to the CEO, who may delegate investigation.

- Complaints are entered into the Complaints Register.
- The CEO or delegate will acknowledge receipt in writing and commence investigation within 5 working days.
- The complainant will be kept informed of progress and outcomes.
- Once a decision is reached, all parties will be notified in writing, including information about the right to appeal.
- If more than 30 calendar days are required to process a complaint, the complainant will be informed in writing and provided with regular updates.

External Review

- If the complainant is not satisfied with the outcome, they may request an independent review.
- Premium Health will provide information about external review options (e.g., ASQA, Ombudsman).

Record Keeping and Continuous Improvement

- All records of complaints and outcomes are securely maintained.
- Complaints are reviewed regularly to identify trends and inform continuous improvement.