

## EDUCATION FEEDBACK AND COMPLAINTS

Family Planning Welfare NT welcomes your feedback to help us optimise the quality of our service content and delivery

We value your time and attest that all feedback will be taken seriously.

### How to send feedback or make a complaint

- Call Family Planning NT (08 8948 0144) and speak to a senior staff member or CEO
- Complete our feedback or complaint form see below and email it to [admin@fpwnt.com.au](mailto:admin@fpwnt.com.au)
- Write to us at P.O. Box 503, Nightcliff, NT 0814

A senior staff member or CEO will contact you and will keep in touch until your concern is resolved.

Family Planning NT hold a number of policies to deal with the complaints process. Staff are required to adhere to our privacy protocols at all times.

If your complaint is about an individual, that person will not be involved in the inquiry into your complaint. The Family Planning NT Board of Management may instead assist and support the process. Your confidentiality and privacy will be protected at all times.

### Not satisfied with our response?

If you are unsatisfied with our response to your feedback or complaint, you may wish to raise your concerns with one of the alternative professional bodies listed below:

- Health and Community Services Complaint Commission email: [hcsc@nt.gov.au](mailto:hcsc@nt.gov.au)
- Australian Skills Quality Authority (ASQA) in relation to our vocational education program: [www.asqa.gov.au](http://www.asqa.gov.au)
- Royal Australian College of General Practitioners (RACGP) in relation to our medical education program: [www.racgp.org.au](http://www.racgp.org.au)

## Education

All participants in Family Planning NT courses and programs have the right to:

- Be treated with respect and dignity
- A safe learning environment free from danger, abuse or harassment
- Recognition of their particular needs and circumstances including beliefs, ethnic background, cultural and religious practices
- Access to their own records on request
- The opportunity to give feedback on services provided
- Be informed about and have access to the Family Planning NT complaints process

## Participant Responsibility

Participants at all Family Planning NT courses and programs are expected to:

- Respect the rights of others
  - Be punctual for both theory and clinical sessions.
  - Notify the course facilitator if they are unable to attend theory or clinical sessions
  - Promote an effective learning environment through considerate behaviour
  - Encourage equal opportunity
  - Be aware of and promote the safety of others and themselves
  - Take responsibility for one's own possessions
  - Meet professional dress standards designated for all clinical training sessions.
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**CLIENT COMPLAINT / FEEDBACK FORM**

DATE: .....

LODGED VIA: IN PERSON / EMAIL / POST

**COMPLAINANT DETAILS:**

NAME: .....

MOBILE: .....

POSTAL ADDRESS: .....

EMAIL: .....

**DETAILS OF COMPLAINT / FEEDBACK:**

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FPNT STAFF ACTION / OFFICE USE ONLY

MEMBER NOTIFIED VIA A COPY OF COMPLAINT?

YES / NO

DATE: .....

DETAILS:.....  
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MEMBER RESPONSE RECEIVED?

YES / NO

DATE: .....

DETAILS:.....  
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COMMITTEE MEETING HELD?

YES / NO

DATE: .....

DETAILS:.....  
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MEMBER NOTIFIED OF COMMITTEE DECISION?

YES / NO

DATE: .....

DETAILS:.....  
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MEMBER RESPONSE TO DECISION RECEIVED?

YES / NO

DATE: .....

DETAILS:.....  
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ACTION TAKEN RECORDED?

YES / NO

DATE: .....

DETAILS:.....  
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ALL PARTIES NOTIFIED?

YES / NO

DATE: .....

DETAILS:.....  
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PERSON OVERSEEING THE COMPLAINT:.....

FULL NAME:.....

DESIGNATION:.....

SIGNATURE:.....

DATE:.....

Mail: FPWNT, CEO, P. O. Box 503, Nightcliff, NT 0814  
Email: [robyn.wardle@fpwnt.com.au](mailto:robyn.wardle@fpwnt.com.au) Phone: 08 8948 0144