

Complaints Policy and Procedure

Introduction

Mobile Dental Clinics Australia, want to ensure that all of our patients are pleased with their experience of our service. We value complaints as they assist us to improve our services.

When there is a complaint, it is dealt with courteously and promptly so that the matter is resolved as quickly as possible.

How a complaint can be made;

If you are dissatisfied with our service, you can contact us to address your concerns and lodge a complaint with us in one of the following ways:

- By completing a feedback form on our website <https://www.mobiledentist.com.au/>
- By emailing us info@mobiledentist.com.au
- By telephoning us 1300 765 640

If you do choose to call us, please note that we may ask you to put your complaint in writing.

Information we require if you would like to lodge a complaint;

When we are investigating your complaint, we will be relying on information provided by you and information we may already be holding.

We may need to contact you to clarify details or request additional information where necessary.

To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details
- The patient's name
- The nature of the complaint

Complaints Handling Procedure;

- Acknowledge
We acknowledge we have received the complaint.
- Review
We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.
- Investigate
We investigate the complaint to determine what happened and what led to the problem.

- Respond
Facilitate a discussion about your concerns between yourself and those involved to notify you of our findings and any actions we may have taken regarding your complaint.
- Action
Find out what can be done to prevent the issue from occurring again.

Our complaint escalation process

We will attempt to resolve your complaint at the first point of contact. If we are unable to do this, we will undertake an investigation and provide you with our findings.

If you are not satisfied in how your complaint has been handled or the resolution provided by us, you can formally escalate the complaint through the appropriate consumer complaints channels.