



COMPLAINTS & FEEDBACK POLICY

At Viva Dentistry, we value feedback from our patients and community. It helps us improve our services and ensures we meet the highest standards of care.

1. Purpose

This policy outlines how patients and members of the public can provide feedback or lodge a complaint, and how Viva Dentistry will respond.

2. Our Commitment

- We take all feedback seriously, whether positive or negative.
- Complaints will be handled fairly, confidentially, and in a timely manner.
- Patients will not be discriminated against or disadvantaged for making a complaint.
- We aim to resolve most issues at the local level.

3. How to Provide Feedback or Make a Complaint

Patients can provide feedback or lodge complaints through the following channels:

- In person: Speak to our reception or treating dentist.
- By phone: [\(02\) 9586 0877](tel:(02)95860877)
- By email: contact@viva-dentistry.com.au
- By post: Park Plaza - Suite 4, 25-35A Park Road HURSTVILLE NSW 2220

Anonymous feedback may also be accepted but may limit our ability to resolve the matter fully.

4. Process for Handling Complaints

- a. **Acknowledgement:** Complaints will be acknowledged within 3 business days.
- b. **Assessment & Investigation:** The matter will be reviewed by the treating dentist or clinic manager. We may contact you for further information.
- c. **Outcome & Response:** We will aim to provide a written or verbal outcome within 10 business days. If resolution takes longer, we will keep you updated on progress.
- d. **Escalation:** If you are not satisfied with our response, you may escalate the complaint to the relevant regulator:
 - **NSW Health Care Complaints Commission (HCCC):** www.hccc.nsw.gov.au | 1800 043 159
 - **Australian Health Practitioner Regulation Agency (AHPRA):** www.ahpra.gov.au | 1300 419 495



5. Continuous Improvement

- Feedback and complaints will be reviewed regularly to identify trends and opportunities for service improvements.
- Staff training will be provided where needed to address recurring issues.

6. Confidentiality

- All complaints will be managed with strict confidentiality in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

For any questions, during business hours please contact:

 contact@viva-dentistry.com.au |  [\(02\) 9586 0877](tel:(02)95860877) |  [\(+61\) 422 190 502](tel:+61422190502)