

# Feedback and Complaints



Newlife IVF welcomes all patient feedback. We value your perspective to know what we are doing well and if there are any opportunities for improvement. This is an important process as part of our commitment to providing quality care.

## Providing feedback

To provide written feedback, please reach out to our Quality Team via [quality@newlifeivf.com.au](mailto:quality@newlifeivf.com.au). All feedback received by our Quality Team is reviewed by management to help drive our continuous improvement initiatives and training programs.

## Making a complaint:

If you have concerns whilst undergoing treatment, a discussion with staff is often the quickest way to have your concerns resolved.

If you would like to escalate your concerns to management, you can ask to speak to the relevant department manager.

If you are dissatisfied with the care you have received and wish to make a **formal complaint**, please send an email to our Quality Team on [quality@newlifeivf.com.au](mailto:quality@newlifeivf.com.au). When making a complaint, please include a summary of your complaint and what outcome/s you would like, such as an explanation, apology, a review of policy or procedure.

## What happens next?

Upon receipt of a complaint, our Quality Team undertake the following actions:

- Acknowledge receipt of your complaint
- Direct your complaint to the most appropriate management/team to review, follow up and/or investigate as appropriate
- Contact you to respond to your complaint and/or discuss further

If you remain unsatisfied with the outcome of your complaint, you may wish to contact the The Health Complaints Commissioner (HCC). The HCC is an independent and impartial service to assist in the resolution of healthcare complaints and can be contacted via <https://www.hcc.vic.gov.au/> or call 1300 582 113.