

# **Protocol/Procedure for Complaints/Feedback received by Health Services Purchasing and Logistics Group**

All complaints/feedback in the nature of:

- Product
- Service
- Supplier
- Other issues (eg. Compliments, comments)

must be in writing to HSPLG. A complaint can be made using either completing a complaint form (preferred) or simply emailing, mailing or faxing the information. The following information must be provided to enable HSPLG to investigate the complaint:

- SOA Number
- Item Description and/or Item Detail Number
- Batch Number/s
- Supplier
- Brief description of the complaint
- Name, Hospital and contact number of the complainant

Once the complaint is received by HSPLG, it will be registered in the complaints register and the complaint acknowledged via email.

The (HSPLG) officer responsible will seek advice from the Product and Services Advisory Committee contact person regarding the severity of the problem according to the two risk levels defined below:

Level 1: High Risk

Dangerous to the health of patient and/or staff or patient's life at risk

Level 2: Moderate/Low Risk

The situation is non-life threatening and not dangerous to patients or staff. Any other type other than products will fall into this category (eg. Supplier performance, service provided by HSPLG)

Level 1: High Risk

If the problem is identified as Level 1, then the product will be withdrawn immediately and Health Service Districts notified by email. Supplier will be advised immediately of withdrawal of product and requested to investigate and report to HSPLG within 48 hours.

Level 2: Moderate/Low Risk

If the problem is identified as Level 2, then the product will remain on SOA until the complaint is investigated by the supplier within a reasonable time frame specified. In the interim period, HSPLG will work with the complainant to source an alternative product, if required. The need for an alternative product will be assessed on a case by case basis.