

**Further Information:**

The links below provide additional information relating to consumer complaints management processes and related topics.

Tools	Data Systems	Related Documents and Information
<p><b>Implementation Standards</b></p> <p><a href="#">1. Roles, Responsibilities and Reporting</a></p> <p><b>2. Information System –PRIME CF (under development)</b></p> <p><b>Model</b></p> <p><a href="#">Consumer Complaints Management Model</a></p>	<p>PRIME CF</p> <p>PRIME CI</p> <p>QH Risk</p> <p>QIS</p>	<p><a href="#">Better Practice Guidelines on Complaints Management for Health Care Services, Australian Council for Safety and Quality in Health Care, July 2004</a></p> <p><a href="#">Complaints Management Handbook for Health Care Services Australian Council for Safety and Quality in Health Care, July 2005</a></p> <p><a href="#">Integrated Risk Management Policy</a></p> <p><a href="#">Integrated Performance Reporting Policy</a></p> <p><a href="#">Clinical Governance Policy</a></p> <p><a href="#">Incident Management Policy</a></p> <p><a href="#">Staff Complaints Policy</a></p> <p><a href="#">Queensland Health Public Patient Charter</a></p> <p><a href="#">Open Disclosure</a></p> <p><a href="#">Clinical Networks Policy</a></p> <p><a href="#">Queensland Health Credentialing and Scope of Practice Standard</a></p> <p><a href="#">Health Quality and Complaints Commission</a></p> <p><a href="#">Queensland Ombudsman</a></p> <p><a href="#">Whistleblowers Protection Act</a></p> <p><a href="#">Glossary of Terms-Quality Management</a></p> <p><a href="#">Workplace Investigations Unit</a></p> <p><a href="#">Consumer Participation &amp; Community Engagement</a></p>