

PATIENT SATISFACTION ASSURANCE

The Australasian College of Cosmetic Surgery and Medicine is fully committed to continuous improvement of the standards of Cosmetic Medical Practice.

Its members have committed extensive resources to education and professional standards in Cosmetic Medical Practice and must comply with a strict Code of Practice.

The College wishes to hear from patients who have had experiences, both beneficial and otherwise, which they believe should be brought to the attention of the College's governing Council.

In particular, a Patients Complaint System exists to allow for full, transparent and confidential examination of the circumstances of the conduct of any Fellow or Associate Member of the College.

Your satisfaction

Your complaint will be properly considered in a timely and impartial manner.

The College will not consider complaints that are at the time subject to judicial or insurance processes.

At all times you may be assured that the Fellows and Council of the Australasian College of Cosmetic Surgery and Medicine are dedicated to advance the standards of care and patients' interests in the field of Cosmetic Medical Practice.

A full copy of the ACCSM complaints procedure is contained within the ACCSM Code of Practice which is available on the College website www.accsm.org.au
Any questions arising from the contents of this pamphlet should be addressed to the College Administrator in the first instance, who can be contacted on 1800 804 781 or PO Box 36 Parramatta NSW 2124 Australia