Patient and Consumer Feedback Policy

1. Purpose

The purpose of this policy is to provide a structured framework for capturing, monitoring, and acting on feedback and complaints from patients and consumers. The policy ensures that feedback is used to improve patient safety, quality of care, and training site standards under the oversight of the Patient Safety & Public Protection Committee (PSPPC).

2. Scope

This policy applies to all Fellows, trainees, staff, and training sites of the Australasian College of Cosmetic Surgery & Medicine (ACCSM). It includes the management of both positive and negative feedback from patients, consumers, and their representatives.

3. Principles

- All feedback is valued, acknowledged, and reviewed promptly.
- Patients and consumers will not face adverse consequences for raising concerns.
- Feedback will inform continuous improvement in education, governance, and safety systems.
- Feedback themes are reported to the PSPPC and shared with the Community & Consumer Advisory Group (CCAG).
- Complaints are managed in line with the College's Complaints and Professional Standards processes.

4. Feedback Channels

Patients and consumers may provide feedback through the following channels:

- Patient feedback/complaint forms available at training sites
- Direct email or phone contact with the College
- Feedback collected through surveys or post-operative questionnaires

5. Procedures

1. Receipt of feedback: All feedback must be acknowledged within 5 business days.
2. Triage: College Administrators will categorise feedback as general, complaint, or serious safety concern.
3. Investigation: Complaints will be investigated within 30 business days where appropriate.

4. Escalation: Any serious safety concern must be referred immediately to the PSPPC Chair.
5. Resolution: Patients and consumers will be informed of the outcome where appropriate.
6. Reporting: Aggregated feedback themes and outcomes will be presented in quarterly PSPPC reports.

6. Roles & Responsibilities

- Fellows & Trainees: ensure patients are aware of feedback channels and cooperate with investigations.
- Training Sites: maintain visible and accessible mechanisms for patient feedback.
- College Administrator: log, acknowledge, and triage feedback in line with this policy.
- PSPPC: oversee trends, ensure systemic improvements, and escalate issues as required.
- CCAG: review feedback themes to ensure community perspectives inform College policy.

7. Monitoring & Review

This policy will be reviewed every two years, or earlier if required by legislative or regulatory changes. Effectiveness will be evaluated by tracking response times, resolution rates, and the integration of feedback into education, governance, and safety improvements.

8. Approval

This policy takes effect from:	22 Sep 2025
Approved by:	ACCSM Council
Next Review Date:	22 Sep 2027