

Broadway Radiology's Complaint Procedure

Here at Broadway Radiology we welcome all opportunities to continually assess and improve the services we provide.

We are committed to treating all complaints seriously and responding promptly and fairly.

In investigating all complaints, our aim is to achieve a mutually satisfactory conclusion and, where appropriate, take action to ensure the situation does not arise again.

How to Make a Complaint:

In the first instance, we suggest you let us know what your concerns are by:

- Emailing us, using the Feedback form on our website;
- Filling in one our "Are We Exceeding Your Expectations" brochure, or by;
- Giving us a call.

Your complaint will responded to within 5 working days' and will hopefully be resolved to your satisfaction.

If you are still not satisfied, you can contact us again to speak directly to our Quality Services Coordinator, who is the person responsible for overseeing satisfactory resolution of complaints here at Broadway Radiology, or alternately you can contact our General Manager.

Your complaint will be looked into thoroughly and we will work with you on how best to resolve the issue.

Your Rights:

Everyone using our health or disability service has the protection of the [Code of Health and Disability Services Consumers' Rights](#). Copies of the code are displayed throughout our premises and copies are available for you to take away with you.

Broadway Radiology must comply with the required of the [Privacy Act 2020](#) and the [Health Information Privacy Code 2020](#). In accordance with this legislation, there are limitations to who health information can be disclosed to.

In order for Broadway Radiology to ensure we are disclosing health information appropriately, we may need to discuss the situation with the individual concerned and get his/her permission to provide you with a response, if you are providing feedback on behalf of another person.

Furthermore, there may be times that we request proof that you are the individual's representative. This is to protect the individual's from unwarranted disclosure of his/her health information and to meet our obligations.

Information you share with us, will be treated in confidence within Broadway Radiology.