

COMPLAINTS RESPONSE POLICY

Introduction

The AACP receives complaints from pharmacists regarding a wide range of issues external to the accreditation and reaccreditation programs. These complaints include, but are not limited to:

- inappropriate/illegal professional activities
- alleged business rule breaches
- alleged privacy breaches
- QCPP pharmacy system problems
- Review quality issues
- Lack of MMR specific CPD
- MMR Program amendments or changes.

A general lack of understanding of the AACP's role – as defined by the Constitution – has led to the misconception that the Association is able to take disciplinary action against inappropriate professional behavior, or influence Government policy, such as the program rules applicable to MMRs.

Although it is not generally possible for the AACP to resolve the issues raised by a pharmacist, it is important that the Association is seen to be treating their complaints seriously and sympathetically.

Purpose

The purpose of this policy is to:

- define the role and responsibility of the AACP in terms of complaint resolution, and
- provide details of the official avenues open to the pharmacists for discussing or resolving issues of concern.

Policy

The AACP will respond, in writing, to complaints received from pharmacists as quickly as possible. By implementing a triage system, the AACP will be in a position to determine

the organisation/s best able to provide advice on the specific issue raised by the associate. For example:

- Inappropriate/illegal professional activities – Pharmacy Board of Australia
- Business rule breaches – Medicare, Department of Health and Ageing and the AACP's Shareholders if appropriate
- Privacy breaches – Privacy Commissioner, Pharmacy Board of Australia
- QCPP pharmacy system problems – Pharmacy Guild of Australia
- Review Quality issues (possibly related to lack of CPD) – PSA and others CPD provider organisation
- Lack of CPD – Pharmacy Guild of Australia and Pharmaceutical Society of Australia and other providers
- Program amendments or changes – Pharmacy Guild of Australia and Department of Health and Ageing.

The AACP's response will include the name and contact details of the relevant organisation/s. The AACP will also direct the complainant to the Association's web site to view a plain English version of the AACP's role as defined by the Constitution, to clearly define the AACP's role and responsibility in relation to complaint resolution.

Related Documents

There are no related documents.

Authorisation

Grant Martin
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