



# COMPLAINTS POLICY

June 2025

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## COMPLAINTS POLICY

### 1 INTRODUCTION

The Pharmacy Programs Administrator is committed to efficiently and fairly resolving all complaints from stakeholders should they arise. This Complaints Policy document details:

- How you can submit a complaint to the Pharmacy Programs Administrator
- What you can expect to happen during the complaints process

### 2 HOW TO SUBMIT A COMPLAINT

Complaints may be lodged by the following methods:

Method of lodgement	Details
Telephone	1800 951 285
Email	<a href="mailto:support@ppaonline.com.au">support@ppaonline.com.au</a>
Post	Pharmacy Programs Administrator Locked Bag 3 Collins Street East, VIC 8003

Please ensure your complaint:

- Clearly explains what the complaint is about
- Includes relevant specifics such as dates, timeframes, or people involved
- Includes relevant supporting information or documentation
- Provides contact details (including email address) of the person to whom the PPA should address related correspondence
- Specifies whether the complainant wishes the matter to be treated as a formal complaint
- Indicates whether the complainant consents to their identity being disclosed to the Department of Health, Disability and Ageing (where relevant).

The PPA Support Centre will respond to all feedback and complaints in a timely and courteous manner. In the first instance, receipt of the feedback or complaint will be acknowledged via email within one business day. All complaints will be kept confidential, unless required by Health and consented by the complainant.

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### 3 THE COMPLAINTS PROCESS

In the first instance the PPA Support Centre will categorise the complaint into one of the following categories:

- General feedback
- Suggested improvement
- Complaint regarding a specific claim
- Other.

All complaints will be entered into a Feedback and Complaints System once receipt has been acknowledged to the complainant via email. This register will allow individual outcomes to be recorded and the progress of each complaint to be tracked.

The complainant will be informed of the outcome via email or phone. This will be achieved within 30 days of receipt of the complaint.

#### 3.1 Requests for review

Where the complainant is unsatisfied with the outcome, they are eligible to request to have their case reassessed by the PPA with any new information or evidence. Should the complainant not be satisfied with the outcome of the appeal they will be directed to Health's website:

<http://www.health.gov.au/enquiries>

If they are not satisfied with Health's response, a complaint may be lodged with the Commonwealth Ombudsman via <http://www.ombudsman.gov.au/>



**CONTACT THE SUPPORT CENTRE:** 1800 951 285 | [support@ppaonline.com.au](mailto:support@ppaonline.com.au)