

Explanation Resolves Complaint at Early Conciliation

Janice complained about the way she was dealt with by a remote clinic when she was injured out bush. While she was satisfied with the quality of clinical care received, Janice was unhappy that she had to attend the clinic some 200kms away for treatment and that clinic staff did not meet her half way with an ambulance. Janice also believed the practitioner had not been at all caring when she finally arrived at the clinic.

The Manager of the Clinic, who had no experience of conciliation with the HCSCC, was initially reluctant to participate, however she eventually agreed to resolve the complaint this way and to attend the conciliation with Eva, the clinician involved on the night Janice was injured. At conciliation, Eva explained the reasons for her decision not to meet Janice half way with an ambulance, and Janice realised on the basis of the explanation that the decision was reasonable. Both parties recognised that the way they related to each other on the night was based on misunderstanding, and apologised.