

Should I make a complaint?

The Physiotherapists Registration Board is governed by legislation which limits the areas of complaints it may investigate.

The Physiotherapists Registration Board can only deal with matters of complaint concerning a physiotherapist's practice as a physiotherapist.

The Board is unable to investigate complaints concerning a physiotherapist's personal behaviour or domestic lifestyle or matters of a strictly commercial nature unless such actions impinge on the practice of physiotherapy.

Before making a formal complaint it is suggested that you discuss the issue with the physiotherapist involved in an attempt to resolve the situation.

If you:

- Are dissatisfied with the response from the physiotherapist;
- Are unable to contact the physiotherapist;
- Feel it is not appropriate to contact the physiotherapist,

then you should lodge a complaint with the Physiotherapists Registration Board.

**PHYSIOTHERAPISTS
REGISTRATION BOARD OF
TASMANIA**

GPO Box 792
Hobart TAS 7001

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Website: www.physioboard.tas.gov.au

How to make a complaint to the Physiotherapists Registration Board



Who can make a complaint?

Any person can make a complaint regarding the professional practice of a physiotherapist.

Do I have to give my name?

Yes. However if you feel threatened by releasing your name then you should talk to the Registrar about alternative options.

Against whom may complaints be made?

The Board only has the power to investigate complaints against registered or formerly registered physiotherapists or those holding themselves out to be registered physiotherapists.

How can a complaint be made?

All complaints are required to be made in writing under the *Physiotherapists Registration Act 1999*.

Contained on the Board's website is a complaint form (refer to useful links section).

If you are having difficulty in writing a complaint, you should contact the office of the Physiotherapists Registration Board for assistance.

What needs to be contained in a complaint?

A complaint needs to contain the following information

Particulars of the matter complained about

The name of the physiotherapist about whom the complaint is being made;

Where the complaint happened;

Who is making the complaint.

Who is informed of the complaint?

The Physiotherapists Registration Board is required to notify the Health Complaints Commissioner of any complaint which it receives from the public.

The physiotherapist concerned will also be notified of the complaint

Matters of a serious criminal nature should be firstly referred to the Police for investigation.

What happens to the complaint?

The seriousness of the complaint determines what happens next to the complaint. Complaints can either be heard through informal or formal disciplinary procedures. In any event both parties are given the opportunity to provide any relevant information to the Board or Committee.

Informal proceedings

If the Board feels that the complaint is of a less serious nature, it may require the practitioner concerned to appear before the Board to explain or supply a written explanation about the complaint.

If the complaint is found to be substantiated the Board has the power to:

Formally caution or reprimand the physiotherapist;

Require the physiotherapist to sign an undertaking to take or not take particular actions.

If the complaint is found to be unsubstantiated the Board must dismiss it.

Formal proceedings

If a complaint is of a serious nature, it is then investigated by a Disciplinary Committee.

The Disciplinary Committee at the conclusion of their investigation produces a report to the Board. The Board takes into consideration this report in determining their decision.

If the complaint is found to be substantiated the Board has the power to:

Cancel the physiotherapist's registration;

Suspend the physiotherapist for a period no longer than 12 months;

Impose a fine;

Formally caution or reprimand the physiotherapist;

Require the physiotherapist to sign an undertaking to take or not take particular actions.

If the complaint is found to be unsubstantiated the Board must dismiss the complaint.

Will I be informed of the outcome?

You will be notified by writing at all stages during the handling of the complaint.

Can I appeal the decision?

Under the Act, you are unable to appeal a decision of the Board or Disciplinary Tribunal.

If you are not satisfied with the processes of the Physiotherapists Registration Board in dealing with the complaint, you can refer your concerns to the Ombudsman Office.

Useful links:

Physiotherapists Registration Board website:
www.physioboard.tas.gov.au

This website contains information to assist you in lodging a complaint with the Board.

Health Complaints Commissioner
GPO Box 960
Hobart TAS 7000
Phone: 1300 766 725
Fax: 6233 8966
Website: www.healthcomplaints.tas.gov.au

Ombudsman's Office
GPO Box 960
Hobart TAS 7000
Phone: 1300 766 725
Fax: 6233 8966
Website: www.ombudsman.tas.gov.au