



Automatic reply: Previous patient from year 2001 - Wallaroo Hospital

1 message

Dr Richard Harries Admin <[redacted]>27 March 2023 at 16:29

To: [redacted] >

Thank you for your email. I am away Monday 27th March. If your email is urgent please email Michelle [redacted] and her email will be checked Monday 27th March after 12:30pm.

I will reply to all other emails upon my return Tuesday 28th March.

Thank you,

Jamie

Secretary for Dr Richard Harries



Health and Community Services
Complaints Commissioner

PO Box 199
Rundle Mall SA 5000

(08) 8226 8666
1800 232 007

hcsc.sa.gov.au

11 November 2022

Private and Confidential

Our Ref: M22/02621 (MS)



Dear Ms [REDACTED]

I refer to your complaint to the Office of the Health and Community Services Complaints Commissioner (HCSCC) about your experience at the Wallaroo Hospital and Health Services in February and March 2022.

As your complaint involves registered health practitioners, the HCSCC was required by law to consult with the Australian Health Practitioner Regulation Agency (AHPRA). On 4 November 2022, AHPRA advised us referral of your complaint to them is not warranted. Therefore, a decision was made the HCSCC would retain this matter.

The HCSCC has carefully considered your desired outcomes and determined this matter may be suitable for conciliation under Part 5 of the *Health and Community Services Complaints Act 2004* (SA) (the Act).

The HCSCC is making pre-conciliation inquiries into this complaint under section 30 of the Act and has requested the Yorke Northern Local Health Network advise us if they consent to participate in our conciliation process and consider your request for compensation.

If they agree, the HCSCC will commence conciliation. The HCSCC conciliation process is an impartial, voluntary and confidential process. I have attached a conciliation fact sheet for your reference.

If you have any questions about this letter, please contact me via telephone on [REDACTED] or email at [REDACTED]

Yours sincerely

Ms Marina Swinnen
Complaints Resolution Officer

Enc: Conciliation fact sheet