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| Complaints Register |
| First Aid Sector |
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# Reference

Non-Emergency Patient Transport and First Aid Services (First Aid Services) Regulations 2021 Part 7, Regulation 38-40

# Introduction

Complaints are a vital form of feedback and help to improve the quality and safety of care provided to patients. The Non-Emergency Patient Transport and First Aid Services (First Aid Services) Regulations 2021, include requirements for the establishment of a complaints register, including complaint management and investigation.

# Complaints Register

A first aid service licence holder must establish a complaints register for all potential complaints received about the service, whether they be written or received verbally. When investigating a complaint, it must be done in a manner that is not detrimental to the complainant.

The complaints register must include:

* date of complaint
* name of the patient
* location of where first aid was provided
* nature of the complaint
* details of any complaint investigation
* outcome of any investigation
* details of any action taken

It is the licence holder’s responsibility to make a reasonable effort to provide each patient with the first aid services contact information, to facilitate potential complaints.

Intermediate and Advanced services must include the complaints register in their quality assurance plans.

For further information, email [NEPT. First Aid Regulations](mailto:NEPTFirstAidRegulation@health.vic.gov.au).

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