



## HUMAN GENETICS SOCIETY OF AUSTRALASIA

ARBN. 076 130 937 (Incorporated Under the Associations Incorporation Act)  
The liability of members is limited

PO Box 6012, Alexandria, NSW 2015

ABN No. 17 076 130 937

Telephone: 02 9669 6602 Fax: 02 9669 6607

Email: [secretariat@hgsa.org.au](mailto:secretariat@hgsa.org.au)

### Professional Concerns and Complaints for Genetic Counsellors Complaints Form

Regularly save the form as you complete it and then send the completed form along with any attachments to the HGSA Secretariat by post or email.

The Professional Concerns and Complaints Committee (PCCC) is best able to respond to complaints about Genetic Counsellors when all the appropriate information is provided. This form details the information we need. However, other relevant documents can be included.

We want to understand your concerns. Please use the questions below to help you explain the issue. It will help us if you provide the information in a clear and factual manner. If you have any questions about the complaints process please call the CEO of the Human Genetics Society of Australasia on (02) 9669 6602 or email [secretariat@hgsa.org.au](mailto:secretariat@hgsa.org.au) before proceeding.

#### Details of the person making the complaint (the complainant):

Title_____ First name _____
Last name_____
Address_____
Town/Suburb_____ State_____ Postcode_____
Phone (Business hours)_____ After hours_____
Email_____
The best way to contact me is: _____
I have spoken with the HGSA Secretariat before lodging this complaint (please select): Yes                      No
I am lodging this complaint on behalf of (please select)

**Details of the person about whom the complaint is being made (the respondent):**

Full name _____
Place employed _____ Position _____
Address _____
Town/Suburb _____ State _____ Postcode _____

**Details of the Complaint**

**Before making this complaint:**

In order to submit a complaint, please confirm (please tick):

I have read and understood the **Information about making a complaint and/or the HGSA Professional Concerns and Complaints Management for Genetic Counsellors Policy and Procedure**

**Provide a description of your complaint below.**

Try to be as specific as possible and attach any relevant documents you have to this form. If possible please identify which values and principles in the [HGSA Code of Ethics for Genetic Counsellors](#) may be relevant to your complaint.

**What happened? (Include when and where it happened)**

**Who was involved (including other people e.g., carers, practice staff, or other health professionals)?**

**Is there any other relevant information?**

**What have I done already to try and resolve this issue (e.g. have I spoken to the person involved, have I complained elsewhere)?**

**The main issues I'm concerned about are:**

**The impact of this issue for me has been:**

**As a result of my complaint, I would like:**

### **Checklist**

1. Please attach additional information if required. This could include reports or progress notes; letters provided to you; or website links.
2. If you are a Genetic Counsellor or other health professional and are attaching entries from medical notes or patient files as evidence, please ensure they are appropriately de-identified or that you have the patient's written permission to disclose their identity.
3. In submitting this form, you should understand that you are submitting a formal complaint to the [Professional Concerns and Complaints Committee](#) (PCCC) at the Human Genetics Society of Australasia. You are asking that the PCCC investigate this complaint.

### **Declaration**

I acknowledge that the complaints process has been fully explained to me and/or I have read all relevant information on the process and I am satisfied that I understand the process.

I understand that a copy of my written complaint and my name will be forwarded to the person I am complaining about (respondent) and by signing this form I give permission for this to occur.

I give permission for the respondent (and if applicable, any relevant person and/or potential witnesses) to provide the [Professional Concerns and Complaints Committee](#) with any relevant information regarding my complaint, which might include personal and sensitive information about me. Personal and sensitive information will only be collected and used by the Professional Concerns and Complaints Committee to the extent that is necessary to fully investigate my complaint and decide on an appropriate course of action.

I understand that the [Professional Concerns and Complaints Committee](#), upon investigating my complaint, may decide that a course of action which is different to my preferred outcome, is appropriate. This may include referring the matter to a hearing before a Hearing Panel.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### **What to do next**

Either email the completed form to [secretariat@hgsa.org.au](mailto:secretariat@hgsa.org.au) or,

In an envelope marked as '**Confidential**' post to:

**CEO Human Genetics Society of Australasia**

**5/85 Bourke Rd**

**Alexandria NSW 2015**