

FILE NOTE

Follow-up to complaint regarding the Medical Council website

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In response to our telephone conversation on 26 March 2015, I contacted Mr AWA REDAC to advise him that a search of our records had been unable to locate his email dated 31 January 2015. I apologised that we had been unable to locate his email and advised him that it may have been a technical glitch.

I told Mr AWA that based on our telephone conversation on 26 March 2015 the Medical Council's website had been updated to provide address details on the webpage titled 'how to make a complaint'. I thanked Mr AWA for his feedback and advised that the Medical Council was always looking for ways to improve our website.

Mr AWA then advised me that he was preparing a submission to the Royal Commission into Institutional Responses to Child Sexual Abuse about the difficulties around making a complaint against doctors in relation to sexual abuse, and that he has looked at the Medical Council's website and the websites of various other agencies. Mr AWA indicated that many websites make it difficult for people to make complaints against doctors.

I again thanked Mr AWA for his feedback, reiterated that the Medical Council was always looking at ways to update our website, and again apologised that we had been unable to locate his email.