

DD15/15006

Chronology of communication with Mr AWA

31 January 2015: Email sent by Mr AWA to the Medical Council general inbox. It read: "I seriously hope the Royal Commission re Institutional Response To Sexual Child Abuse makes changes to the pathetic information sites like this one. Seriously...read it and think in a practical manner...it is under "Quick Links"....why not post the relevant info on that big empty white page and make access to the information "Quick"? <http://www.mcnsw.org.au/page/36/doctors--performance--conduct---health/complaints-and-notifications/how-to-make-a-complaint/>"

26 March 2015: The Medical Council's Communications Officer took a phone call from Mr AWA, advising that he sent an email to the Medical Council on 31 January 2015 via the general inbox complaining that the 'quick links' on the Council's website lead to a "dead end" and did not provide visitors to the website with contact details as to where complaints should be sent. Mr AWA advised he had not received a response and would like a copy of the email he sent to the Medical Council.

The Communications Officer apologised to Mr AWA that no one had responded to his email and advised that she would look into it and get back to him shortly.

26 March 2015: A search of the general inbox sent items and deleted items and could not locate Mr AWA's email. The staff member on the complaint calls roster also had no record of the email.

30 March 2015: The 'quick links' on the Medical Council website are updated to provide contact details as to where complaints should be sent.

30 March 2015: The Medical Council's Communications Officer contacted Mr AWA via telephone to advise that his email has been unable to be located, but the website has been updated to reflect his feedback. The Communications Officer again apologised that his original email had not been responded to, and thanked Mr AWA for his feedback. At that point Mr AWA advised that he is making 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 has looked at the Medical Council's website and the websites of various other agencies and indicates that he feels many websites make it difficult for people to make complaints against doctors.

30 March 2015: A copy of Mr AWA's original email is retrieved later that day by the HPCA IT Coordinator.

31 March 2015: The 'contact us' page and relevant other pages on the Medical Council website are updated to advise that complaints can be made electronically via the 'contact us' form. This is an interim measure until an online complaints form can be added to the website by the Medical Council's website host.

13 April 2015: Online complaint form added to the Medical Council website.

4 May 2015: A copy of Mr AWA's original email is sent to Mr AWA