

Handling Complaints & Adverse Events

Reading time:

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Date created: 12/12/2020

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Receiving a complaint can be stressful. It can knock your confidence. Remember that many healthcare practitioners will receive a complaint at some stage. It is not necessarily an indication of poor clinical performance. Handling a complaint requires time and commitment during a period when you might be feeling at your most vulnerable.

Contact MIPS as soon as possible and one of our team will provide you with support and help you formulate a response to the complaint.

⊕ There has been an adverse event - should I notify MIPS?

⊕ I've had a formal disciplinary complaint (eg AHPRA, health complaints body, hospital).

⊕ I've received notice of a formal claim for compensation (e.g. statement of claim).