

## **Making a complaint to the National Health Practitioner Ombudsman regarding Training Site Accreditation**

The National Health Practitioner Ombudsman receives complaints about a college's accreditation policies, procedures and processes where those complaints relate to procedural matters such as:

- Communication problems with the college
- Delays by the college in progressing matters
- Unfair college policies, procedures or processes
- A college failing to consider all relevant information when it makes an accreditation decision or considering irrelevant information
- A college failing to give reasons, or giving inadequate reasons, for an accreditation decision
- A college failing to respond to complaints made to it.

The National Health Practitioner Ombudsman cannot consider complaints about whether a college made the right or wrong accreditation decision.

Generally, the National Health Practitioner Ombudsman will ask a complainant if they have raised the matter with the college through internal college policies, such as the Reconsideration, Review and Appeals policy or Complaint policy, before deciding to consider a complaint. However, this is not always the case.

Further information about making a complaint to the National Health Practitioner Ombudsman may be found on the website at: <https://www.nhpo.gov.au>.