



The Australasian College of Cosmetic Surgery
Raising Standards, Protecting Patients

Dr Richard Chadwick
General Manager
Adjudication
ACCC
Canberra City ACT 2601

9 September 2011

VIA EMAIL

Dear Dr Chadwick

Authorisation A1106, Australasian College of Cosmetic Surgery – information request

I write in response to your letter of 30 August in which you request additional information.

I attach results of audits which include specific concerns with specific doctors' websites.

The College notes that in the past, it has conducted audits of all member websites, rather than merely random periodic checks, in order to focus on more efficiently and quickly identifying potential non-compliance with the College's Code of Practice. The College has worked as much as possible to use the complete audit to educate members in order to achieve compliance outcomes, with a generally good result.

Since then, the College has focussed on those members whose patient communications were originally identified as potentially non-compliant. Future audits will be random though not involve all members and will be referred to the complaints panel after a warning notice and show cause.

With respect to your request for published complaint information, the College has been informed that one complaint was begun by the Complaints Panel but there was no outcome as the member decided to resign from the College.

There are a number of complaints with the Complaints Panel and the College anticipates that there will soon be outcomes to be published on the College's website. I understand that the College is also forwarding additional matters to the Panel as a result of audits undertaken in 2010-11.

Australasian College of Cosmetic Surgery
Code of Practice Authorisation A1106
9 September 2011



The majority of members are now compliant with the code since being notified of their non compliance by the College. The remainder are either in the process of becoming compliant or some three are being investigated by the Panel.

I attach annual reports, including the most recent, received 31 August for the last financial year, from the Complaints Panel, which are available on the College's website under its "Codes" area: <http://www.accs.org.au/about-codes/>, placed there today.

Please don't hesitate to contact me or Alan Jones directly should you have any questions regarding the College's report.

Yours truly

Dr Colin Moore
President

CC: John Rouw

Attachments



The Australasian College of Cosmetic Surgery

Complaints Panel

The Panel is independent of the ACCS and makes final decisions on matters involving the ACCS Code of Practice.

First Report to the ACCS Council

This is the first Report to the ACCS Council on the operations of the ACCS Complaints Panel.

Following the granting of the authorisation by the ACCC for the Code of Practice the Chair of the Panel was appointed.

The Chair is Hank Spier.

The Chair immediately took steps to have the ACCS appoint the other two members.

The ACCS Council appointed Ms Anna Lennon and Mr Colin Moore as the other Panel members. Mr Moore is an ACCS member. The other two are both legal practitioners and independent of the ACCS,

Complaint experience in the period.

During the period only 1 complaint was received by the Chair and the Chair immediately referred that to the Panel for consideration.

That matter was not concluded at the time of this Report.

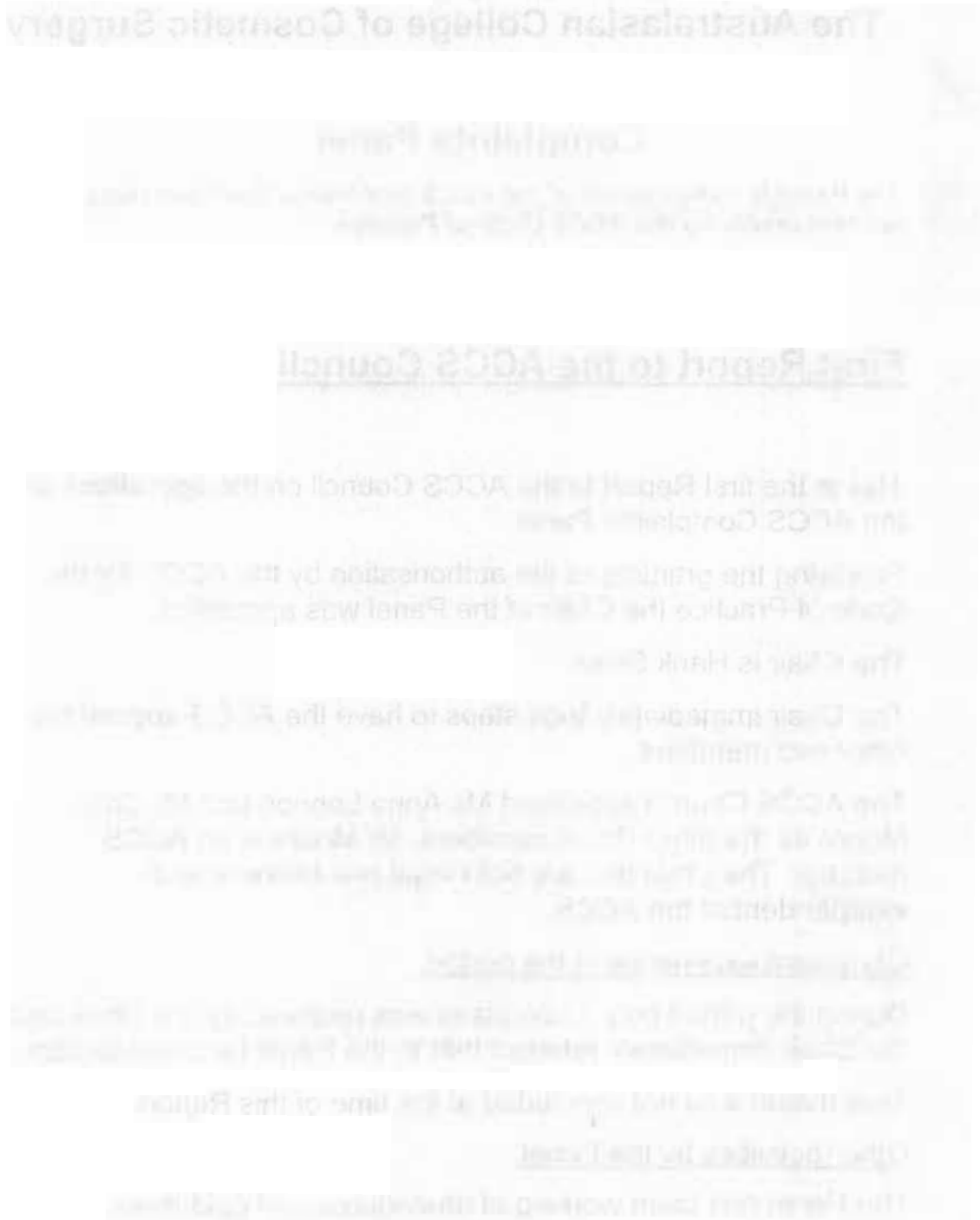
Other activities by the Panel.

The Panel has been working of procedures and guidelines .

Hank Spier

Chair, ACCS Complaints Panel.

July 2010





The Australasian College of Cosmetic Surgery

Complaints Panel

The Panel is independent of the ACCS and makes final decisions on matters involving the ACCS Code of Practice.

Second Report to the ACCS Council

This is the Second Annual Report to the ACCS Council by the ACCS Complaints Panel.

The membership of the Panel remains unchanged from the First Report.

The Panel members are, Hank Spier (Chair), Anna Lennon, Colin Moore.

Complaint experience during the period

One complaint was finalised and one received.

The one finalised was the one reported in the previous Report. The outcome was that the Panel found breaches of the Code and ordered sanctions, including compensation to the complainant.

Unfortunately the sanctions could not be imposed as the ACCS Member resigned from the College.

As a result of this matter the Panel has made certain recommendations to the ACCS for changes to the Code and ACCS Constitution.

One complaint was received by the Chair and was referred to the Panel. That matter was received late in the reporting period and as not been finalised.

Hank Spier

Chair, ACCS Complaints Panel

July 2011



Second Report to the ACCS Council

This is the second annual report to the ACCS Council by the ACCS Complaints Panel.

The Complaints Panel was established in 2008 to provide a fair and equitable process for the resolution of complaints against ACCS member institutions.

The Panel members are Hank Spier (Chair), Ann Lannon, Colin...

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The Panel has received a number of complaints since its inception in 2008. The Panel has found that the majority of complaints are related to the accreditation process and the standards of the ACCS.

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