

Fitzroy Foot and Ankle Clinic

Refund Policy



Scope

This document describes how the staff at Fitzroy Foot and Ankle Clinic will manage refunds of services, devices or products that we have provided. Our intention is to provide services, devices and products that meet your expectations. However, we understand that there may be occasions when this does not occur. We will always consider your concerns, and make our best effort to ensure that you are satisfied with the outcome.

Services and products we provide

At Fitzroy Foot and Ankle Clinic we provide three main types of service or product.

1. Services
 - a. Services mean the appointment that you book with us, and there are fees associated with that service. We do not charge appointments based on time, rather, we charge based on the types of tasks that we perform during that service.
 - b. The fees associated with the services we provide are comprised of items such as: history taking, assessment, diagnosis, treatment, education, clinical notes, referral letters, and administration (such as billing, scanning documents etc.).
2. Medical devices
 - a. At Fitzroy Foot and Ankle Clinic we often provide medical devices. Examples of medical devices include custom-made and prefabricated foot orthoses (orthotics), CAM walkers, other types of braces, and interdigital devices.
3. Products
 - a. Products include items that we purchase and on-sell to our patients. These are usually items that are manufactured by outside organisations. Examples may include moisturisers, or footwear.

If you believe that a *service* (appointment) does not meet your expectations, we encourage you to let us know, and we will offer you another service, at no charge, to address your concerns. We reserve the right to refuse to offer you another service if we believe your request is unreasonable.

Medical devices we provide come with no “guarantee” of successful treatment of your condition. Medical conditions are often complex, and there may be a number of unforeseen reasons to explain why the medical device that you were provided has not achieved a successful outcome. We therefore believe it is inappropriate to offer a refund for medical devices. If you are unhappy with a medical device that we have provided, we encourage your to advise us, and we will make every attempt to resolve your concerns. We reserve the right to refuse to offer you a refund, repair, or replacement if we believe your request is unreasonable.

The *products* we provide are obtained from outside organisations, and as such, we cannot guarantee their quality. If a product we have provided does not meet your expectations or is faulty, please contact us to arrange a replacement. We reserve the right to refuse to offer you a refund, repair, or replacement if we believe your request is unreasonable.

Your rights

You have the right to ask for a refund, repair or replacement of any service, device, or product that we have provided. If you are unhappy with a service, device, or product that we have provided, we encourage you to contact us to discuss the options available to address your concerns.

How to ask for a refund

If you would like to request a refund of a service, device or product, please contact the clinic at info@fitzpod.com or on (03) 9485 8000 and we will do our best to address your complaint.

If you are unsatisfied with the response or outcome, you can contact the Australian Health Practitioner Regulation Agency (<http://www.ahpra.gov.au/Notifications/Make-a-complaint.aspx>).

Contact details

Glen Whittaker and Sophie Ryan are the important contact persons.

Email: info@fitzpod.com
Ph: (03) 9485 8000
Fax: (03) 9485 8011
Web: www.fitzpod.com