



Local Resolution

Local resolution is a no-cost, impartial, quick, informal dispute resolution service that facilitates negotiations between parties to seek solution pathways to resolve complaints. It requires the voluntary engagement of all parties to work together to achieve resolution.

Benefits of local resolution

No cost

There are no costs associated with participating in the local resolution process.

Quick

Local resolution has a quick, 30-day timeframe, with the possibility of a further 30-day extension in exceptional circumstances, if there have been delays in obtaining information or if the complaint may resolve in the extended period.

Informal

In order to help parties to seek solution pathways, the process is informal and flexible to allow parties to engage freely, with minimal intervention from us.

Impartial

Local resolution officers will guide and help parties through the process by negotiating, generating creative options and facilitating exploration of all viewpoints, without taking sides.

Information sharing

Information is obtained and shared between the parties to assist in identifying, explaining and/or clarifying the complaint issues.

Possible outcomes in local resolution

There are a number of creative and varied outcomes that are able to be negotiated, including:

- Organisation of a direct meeting between the parties and identification of issues to be discussed.
- Negotiating explanations, acknowledgements, statement of regrets or apologies.
- Clarification of, or achieving a shared understanding of the complaint issues.
- Policy and process review and/or improvements.
- Improved access to health services.
- Steps to assist the restoration of the therapeutic relationship.
- Refund or recovery of out of pocket expenses or corrective costs.
- Development or review of complaint management processes.
- Development or review of communication strategies and processes.
- Negotiating broader training or systems changes.



What local resolution can do

Local resolution is a flexible process that is adapted to the circumstances of each complaint. Some actions that can be taken in local resolution include:

- Engaging with both parties to clarify issues and outcomes.
- Seeking a response to the complaint from the health service provider.
- Obtaining medical records or other information to assist negotiations.
- Sharing information between the parties to reach common understanding.
- Helping parties explore different solution pathways that may resolve the complaint.
- Negotiating between the parties to try to achieve a resolution to the complaint.
- Identifying areas for potential improvement and/or review of communication, processes and policies.
- Organising direct meetings between the parties.
- Assisting to identify issues to be discussed at direct meetings between the parties.

When is local resolution achieved

Local resolution is achieved if the parties have been assisted to explore the complaint issues, been provided information, explanation and/or clarification, and negotiations conducted—even if the specific outcomes sought by the parties cannot be achieved.

Although we cannot guarantee a specific outcome, the effective delivery of the local resolution process will ensure that every effort is made to help parties to identify reasonable and appropriate solution pathways to resolve complaints.

What local resolution can't do

Although every effort is made to work with parties to achieve the best possible outcomes during local resolution, the process cannot:

- attend or conduct direct meetings between the parties
- force parties to participate in the local resolution process
- guarantee a particular outcome will be achieved
- force a party to agree to provide an outcome being sought
- decide which party is telling the truth
- decide who is at fault or to blame
- make criminal or civil liability findings
- negotiate for or award compensation
- enforce agreements reached between the parties.

Further information

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