

# CSO Complaints Procedure: Summary for Community Pharmacies

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Community Pharmacies are able to make a complaint about the performance of any CSO Distributor /Wholesaler against the CSO Service Standards and Compliance Requirements. Details and an explanation of the Standards and Requirements are available at -

<http://www.health.gov.au/internet/main/publishing.nsf/Content/pharmacy-4cpa2#cso>

Complaints can be lodged with the Agency in writing, either electronically or in hard copy, to the following address:

[admin@csoagency.com.au](mailto:admin@csoagency.com.au)

or to  
Complaints Officer  
CSO Funding Pool Administration Agency  
Locked Bag 32005  
Collins St East, VIC 8003

Complainants should ensure that their complaint clearly addresses each of the following:

1. Which CSO Distributor the complaint is against
2. What the complaint is about, and the CSO Compliance Requirement or Service Standard it relates to, if relevant
3. Any supporting information and evidence available
4. Whether they wish the matter to be treated as a formal complaint
5. Whether they consent to their identity being disclosed to the relevant CSO Distributor.

If any of this information is not supplied, the Agency will request that it be provided.

Once a formal complaint has been lodged, the Agency will conduct a preliminary assessment and then advise the CSO Distributor of the complaint. The CSO Distributor will be given the opportunity to provide information and any explanation in response.

If a complainant does not consent to their identity being disclosed, the Agency will not disclose to the CSO Distributor any information which may reasonably be expected to allow identification. In some cases however, this may restrict the scope of the investigation which is able to be conducted.

All of the available evidence and information will be assessed and, where necessary, the Agency may go back to either the complainant or the CSO Distributor in order to seek additional information or clarification.

The Agency will make a determination regarding the complaint and formally advise the CSO Distributor, in writing, of the decision.

The complainant will then be notified that the investigation has been completed. If the complainant wishes to receive information about the outcome of their complaint, they will be required to sign a Deed of Confidentiality. This does not prevent the complainant from discussing the facts of their complaint with anyone, but does prevent them from discussing any information provided by the Agency about the investigation process, findings and any action taken.

If the complainant signs a Deed of Confidentiality, they will receive information regarding the:

- Investigation process conducted
- Outcome of their complaint.

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There are currently five CSO Distributors, as follows:

*National*

- Sigma Pharmaceuticals
- Symbion Pharmacy Services
- API - Australian Pharmaceutical Industries

*South Australia and Victoria*

- FSMA - Friendly Society Medical Association; also known as National Pharmacies

*Victoria*

- CHS - Central Hospital Supplies.