



COSMETIC PHYSICIANS
COLLEGE
OF AUSTRALASIA

Complaints Protocol

Current August 2015

If you are wishing for the CPCA to pursue a complaint (for example unsupervised nurse injectors etc.) then these are the steps that you have to follow:

Address your complaint in writing to the President of the CPCA;

- You must detail in your complaint what areas of your state health act, TGA or other relevant legislation is being breached;
- If possible, identify if there is a medically registered practitioner involved;
- If your complaint involves advertising please attach a copy/scan of the advertisement, keeping in mind that the date of the advertisement should be shown. It can be useful to screen capture websites when appropriate.
- Send the letter to CPCA head office addressed to the President:
 - via post:
Suite 1, Unit 4, 48 Winton Road,
Joondalup, WA, 6027
 - Via email: cPCA@cPCA.net.au or
 - Via fax: (08) 9300 2412.

Your complaint will then be assessed by the Board of the CPCA and formalized if deemed appropriate.

The more information that you provide the better the chances of resolution.