

Accredited Practising Dietitians and members of DAA adhere to a Code of Professional Conduct and believe that patients/clients have the right to:

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- s be listened to and treated with respect and consideration;
- s receive services without exploitation;
- s receive services without discrimination, including, but not limited to, issues of age, sex, culture, ethnicity, religion, political belief, sexual orientation or health status;
- s receive service supported by current evidence based knowledge and/or practice guidelines;
- s receive sufficient information, in a form which they can understand, about their condition and its treatment options to allow them to make informed decisions and act on advice;
- s be referred to another practitioner where another opinion or specialist service is required or requested;
- s grant, withhold or withdraw consent to treatment or the performance of any procedure at any stage during a course of treatment or care;
- s have information relating to them kept confidential and released to others only with their permission or when the law or the safety of the public requires release;
- s receive a copy of the results of any tests and analyses conducted;
- s have a copy or summary of their records sent to another practitioner;
- s receive an itemised account detailing fees and charges;
- s complain without fear of being victimised; and
- s access a formal complaints process if an issue cannot be resolved with the practitioner.

In order for the dietitian to provide you with the best service and advice you are responsible for:

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- s attending appointments on time or making a cancellation if necessary;
- s ensuring all documentation, such as referrals and results from the doctor or other health professional, is given to the dietitian;
- s providing sufficient information to allow the dietitian to make an accurate assessment;
- s being truthful when asked about eating patterns, portion sizes, physical activity, medical history or other related issues;
- s not expecting the dietitian to provide treatment or advice beyond their scope of practice;
- s understanding that individuals need to take responsibility for their own health; and
- s paying accounts, if any, in a timely manner.

## When something doesn't seem right — How do I make a complaint?

If you are unhappy with some aspect of your treatment or believe that the dietitian has acted inappropriately the following options are available:

- 5 speak to the dietitian in the first instance and voice your concerns. Most issues can be dealt with this way especially if there has been a misunderstanding.

If the direct approach doesn't work or the matter is more serious:

- 5 you may use the formal complaints process or speak to their supervisor where the dietitian is employed in a health service, hospital or large practice; and
- 5 you may make a complaint to the Dietitians Association of Australia (DAA) which has a Code of Professional Conduct and a formal Complaints and Disciplinary Procedure which can be viewed on the DAA website at [www.daa.asn.au](http://www.daa.asn.au)

Please note: DAA can only act on complaints about a member of the Association and Accredited Practising Dietitians. Anonymous complaints cannot be accepted.

To lodge a complaint with DAA, please contact:

The Executive Director  
Dietitians Association of Australia  
1/8 Phipps Close  
DEAKIN ACT 2600  
Phone: 02 6282 9555

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[www.daa.asn.au](http://www.daa.asn.au)



## Consulting a dietitian?

Your rights and responsibilities



The Dietitians Association of Australia  
– Leader in Nutrition