

DO YOU HAVE A CONCERN ABOUT A PHARMACY OR A PHARMACIST?

You may wish to contact the proprietor of the pharmacy in question. Pharmacy owner details can be viewed on the [VPA public register](#).

If you are concerned about:

<p>The professional conduct of a pharmacist, such as:</p> <ul style="list-style-type: none"> a pharmacist's behaviour is placing the public at risk, a pharmacist is practising in an unsafe way, a pharmacist's ability to make safe judgements about their patients might be impaired because of their health. 	<p>The quality of and access to services at a pharmacy or hospital pharmacy department</p>	<p>The possession, storage and supply of medicines in a pharmacy or hospital pharmacy department</p>	<p>The pharmacy owner, pharmacy premises or the operation of a pharmacy (including but not limited to access, security, confidentiality, supervision, record-keeping) or non-compliance with the Pharmacy Regulation Act 2010 ("the Act"), the VPA Standards or any conditions imposed on a licence or registration by the VPA</p>	<p>The VPA or the conduct of its officers</p>
<p>Contact the Australian Health Practitioner Regulation Agency (AHPRA). AHPRA is responsible for the registration of health practitioners and the handling of complaints about the professional conduct of those practitioners. Their role is to work with the Pharmacy Board of Australia to help protect the public by regulating Australia's registered pharmacists.</p>	<p>Contact the Health Complaints Commissioner (HCC). An independent statutory body that is involved with addressing complaints about health services provided in Victoria. Their role is to assist the public with resolving complaints about matters relating to:</p> <ul style="list-style-type: none"> Access to services Quality and safety 	<p>Contact the Department of Health - Medicines and Poisons Regulation Branch. They monitor and respond to legislative non-compliance such as the unlawful possession, storage, prescribing and supply of medicines.</p>	<p>Contact us: The VPA is responsible for the regulation of Victorian pharmacy businesses, pharmacy departments and pharmacy depots. The VPA ensures that pharmacies are owned, operated and controlled only by registered pharmacists, and that registered premises meet and are operated in accordance with the requirements of Act and the VPA Standards.</p> <p>The VPA can receive and investigate notifications about matters specified in the Act. These include allegations about:</p> <ul style="list-style-type: none"> a licensee's character or ability to carry on a pharmacy business 	

	<ul style="list-style-type: none"> • Respect, dignity and consideration • Communication about treatment, options and costs • The level of involvement in healthcare decisions • Access, privacy and confidentiality of personal health information • Complaint handling by the health service provider 		<ul style="list-style-type: none"> • a licensee contravening the requirements regarding ownership of pharmacies or if the licensee is no longer eligible to hold a licence • a licensee contravening an Authority standard or the Act, or a licence or registration being improperly obtained • registered premises that do not meet the requirements of the Act or of an Authority standard, or • the contravention of a condition of a licence or registration. <p>If the VPA receives complaints about other matters, the VPA may conduct an inspection of the premises and/or refer a complainant to another agency.</p>
<p>Phone: 1300 419 495</p> <p>Website: https://www.ahpra.gov.au/Notifications/Concerned-about-a-health-practitioner.aspx</p>	<p>Phone: 1300 582 113</p> <p>Website: https://hcc.vic.gov.au/public/about-complaints</p>	<p>Postal: 50 Lonsdale Street, Melbourne, VIC 3000.</p> <p>Website: https://www.health.vic.gov.au/public-health/medicines-and-poisons-regulation</p>	<p>If you wish to make a complaint about a pharmacy owner or pharmacy premises, please send your complaint to the VPA by email or post or contact the VPA office for further advice.</p>

Last reviewed: 23 December 2022