

# Responding to ‘Copied In’ Correspondence

Version 1.1 – April 2026

## Purpose

1. This document sets out the office of the National Health Practitioner Ombudsman’s policy for responding to correspondence the office has been copied into (cc’d), rather than directly addressed.
2. It also outlines how we respond to complainants or applicants who copy in other contacts to correspondence addressed to our office.
3. This policy should be read in conjunction with our Service Charter and other relevant policies and procedures, including the Unreasonable Conduct Policy and Procedure.

## Why people copy us into correspondence

4. Sometimes people copy our office into emails or correspondence to other individuals or organisations. We may also be cc’d along with other individuals or organisations. Often, the person does this because they:
  - believe the subject matter is relevant to many different people and organisations
  - want to make several parties aware of an issue or incident that has occurred
  - would like to reduce the time it takes to contact multiple complaint bodies or entities about their concern or to inform them about an issue.

## Responding to our office being cc’d

5. Our office reviews all correspondence we receive, including correspondence where we have been cc’d.
6. We respond to all communication we receive and may request the sender clarifies their specific concerns to determine whether they are within jurisdiction.
7. If the sender doesn't clarify their concerns, or communicate clearly and directly with our office, we may not provide a further response to the matter they have raised.
8. To reduce unnecessary reminders about this policy, we may inform complainants or applicants who copy our office into multiple emails that we will review this information and store it, but will not continue to acknowledge its receipt.

## Why complainants and applicants copy others into correspondence to us

9. Sometimes complainants and applicants may also choose to copy in another individual or organisation into correspondence to our office. This may be because they:
- believe the correspondence is relevant to another person/s or organisation/s
  - want to make another person or organisation aware of an issue or incident that has occurred, such as another oversight entity or a journalist
  - want to authorise another person to become a party to their complaint or application.

## Responding to others being cc'd into correspondence to us

10. We will only correspond with authorised complainants or applicants to protect and maintain their privacy. For more information, please see our Privacy Policy.
11. Based on this, if a complainant or applicant copies another recipient into an email to us about their matter, we will first contact the authorised complainant/s or applicant/s to notify them that we will reply to them directly. For example, 'I noticed that you have copied in another email address in your response to me. Please note that I have responded directly to you.'
12. We then inform the authorised complainant/s and applicant/s that they are welcome to contact us if they wish to make any changes to the management of their complaint, such as authorising another person to receive correspondence and/or act on their behalf. For example, 'If you would like to discuss changing how we direct correspondence about your complaint, you are welcome to contact us.'
13. Complainants and applicants who wish to authorise another person to become a party to their matter must fill out an authorisation form to document their consent and the contact details of the person they would like to authorise to act on their behalf.

## Policy review

14. The Ombudsman will review this policy every 5 years in consultation with staff and relevant stakeholders.

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