Compliment and Complaint Handling Policy

PURPOSE STATEMENT:

To assist staff, care recipients and their representatives with the timely and effective management of compliments and complaints.

POLICY:

It is our policy to enable care recipients, their families and representatives, visitors, staff and volunteers to provide feedback or raise a complaint about any aspect of our service, the care we provide or the operation of our facilities.

The aim of this policy is to improve the quality of care and services provided by adopting a positive, blame-free approach to resolving complaints.

Compliments received by the service tell us what we’re doing right. Complaints received by the service are seen as an opportunity for improvement. All feedback is taken seriously.

We will make all reasonable efforts to understand issues or concerns, and resolve complaints within the service when they arise.

The timely and efficient management of complaints fosters a positive, cooperative attitude with care recipients, their representatives, visitors, volunteers and staff.

Complaints will be addressed promptly with the aim of providing a formal response within 1 week. We will communicate with you openly and regularly while we work to resolve your complaint. Where appropriate, the care recipient will be actively involved in resolving the issue. Once a resolution has been reached, we will talk with you to make sure you’re satisfied with the outcome of your complaint.

If you are not happy with the outcome of your complaint, you can ask us for an internal reconsideration of our decision. We can also assist you in accessing external complaint resolution mechanisms.

PROCEDURE:

• All care recipients and/or their family members and representatives are informed about the process for lodging a compliment or complaint.
• Our Compliments and Complaint Handling Policy is promoted widely within our service. Copies of our policy, procedures and relevant forms are available from
our website www.aacares.com.au, or alternatively a hardcopy will be provided to you upon request.

- A Compliments and Complaints Support Statement outlining our service’s commitment to providing exemplary services for compliments and complaints is clearly displayed at our facilities.

- AACARES employees have an understanding of our Compliments and Complaint Handling Policy and are available to assist care recipients, their family and representatives in providing feedback to the service.

- Compliments and complaints can be provided:
  - in writing by handing it personally in a sealed envelope to a carer or support worker.
  - in person, verbally to Lisa Meredith, Director, or by approaching a member of staff for assistance
  - in writing by email to info@aacares.com.au
  - by telephone on (07) 5641 4172 or mobile number 0411 400 972
  - in writing by mail to PO Box 1257 Runaway Bay 4216.

- Complainants are encouraged to lodge their complaint in writing. This will assist with understanding the nature of the complaint and ensure that the facts provided are correct.

- The complaint is to be referred to the relevant staff member for registration on the Complaints Tracker.

- Complainants have the right to ask us for an internal reconsideration of decisions we have made in relation to their complaint.

- Complainants have the right to lodge their complaint with an external agency including the Aged Care Complaints Scheme.

- Options for internal reconsideration of decisions and external complaint resolution are offered to any complainant who is not satisfied with the resolution of their complaint within the service.

- Complainants have the right to seek assistance from aged care advocacy services in raising a complaint.

- If someone gives a verbal compliment or complaint, they should be encouraged to complete a Compliments and Complaints Form to facilitate the tracking of feedback by the service. Alternately, staff will use the form to record verbal feedback to facilitate tracking by the service and inform ongoing improvement activities.

- If a concern or complaint is minor and was addressed at the point of service, staff should record the issue and any actions taken in the Quick Fix Book.

- Any staff member can be approached to provide compliments, to raise a concern or make a complaint. Where a staff member is not empowered to handle or resolve complaints on behalf of the service, the staff member will be able to refer the complaint to other staff and/or act as an advocate for the complainant and assist with completing forms for them.

- Any complaints received by our service are registered on the Complaint Tracker, acknowledged, and investigated where required. Feedback on how the complaint was managed and resolved is sent to the complainant once the complaint is closed. Where the complainant is not the care recipient, the care recipient will also be informed.
ACCOUNTABILITIES:

- Staff are responsible for reporting compliments and complaints to their supervisor before the end of their shift.
- Managers are responsible for the management of the compliments and complaints process and informing the relevant manager of any feedback received.
- Managers are responsible for ensuring that compliments and complaints are entered into the *Compliments and Complaints Tracker* to inform ongoing improvement activities within the service.
- Managers are responsible for analysing feedback trends for the purposes of informing ongoing improvement activities within the service.

CONFIDENTIALITY:

- All information regarding complaints will be kept confidential amongst the staff concerned with its resolution.
- Complaint documentation will be kept in a safe, locked place and accessible only to staff handling the complaint.
- Compliment and complaint information may be forwarded to the management team as part of ongoing improvement activities within the service.
- Statistics on all types of compliments and complaints will be recorded and used to inform ongoing improvement activities within the service. For this purpose, compliment and complaint information may be disseminated to management and other staff. However, the identity of the complainant or persons named in the feedback will not be disclosed.