



<p>Policy Statement</p>	<p><i>It is our policy to enable consumers, 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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>We will make all reasonable efforts to understand issues or concerns and resolve complaints within the service when they arise.</i></p> <p><i>The timely and efficient management of complaints fosters a positive, cooperative attitude with consumers, their representatives, visitors, volunteers and staff. Complaints will be addressed promptly with the aim of providing a formal response in a timely manner. We will communicate with you openly and regularly while we work to resolve your complaint. Where appropriate, the consumer 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.</i></p> <p><i>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.</i></p>
<p>1. Process</p>	<p>1.1 All consumers and/or their family members and representatives are informed on admission to the service about the process for lodging a compliment or complaint.</p> <p>1.2 Compliments and complaints can be provided:</p> <ul style="list-style-type: none"> ➤ in writing by dropping a completed <i>Continuous Improvement Form</i> in the suggestion box located in the administration foyer of the residential service. ➤ in person, or by approaching any member of staff for assistance. ➤ in writing by email to reception@cobramregionalcare.com.au ➤ by telephone on (03) 58719 100 ➤ in writing by mail to CEO/DON, Cobram Regional Care PO Box 535 Cobram, 3643 <p>1.3 Complainants are encouraged to lodge a complaint in writing. This will to understand the nature of the complaint and to ensure that facts provided are correct.</p> <p>1.4 All complaints are formally logged and given an identifying number to ensure transparency</p> <p>1.5 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.</p> <p>1.6 Complainants have the right to lodge their complaint with an external agency including the Aged Care Quality & Safety Commission. Complainants have the right to seek assistance from advocacy services in raising a complaint.</p> <p>1.7 If someone gives a verbal compliment or complaint, they are encouraged to complete <u>8.1.1 Continuous Improvement Form</u> 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</p> <p>1.8 Any staff member can be approached to raise a concern or make a complaint. Where a staff member is not able to handle or resolve complaints on behalf of the service, the staff member will refer the complaint to other staff and/or act as an advocate for the complainant and assist with completing forms for them.</p> <p>1.9 Any complaints received by the service are registered, acknowledged, and investigated where required. Feedback on how the complaint was managed and resolved is provided to the complainant once the complaint is closed – this may be either written or verbal. Where the complainant is not the consumer, the consumer will also be informed.</p>



<p>2. Accountabilities</p>	<p>2.1 Staff are responsible for reporting any complaints to their supervisor promptly</p> <p>2.2 The CEO/DON is responsible for the management of the compliments and complaints process and informing the relevant manager of any feedback received.</p> <p>2.3 The CEO/DON can refer a complaint for management by a senior manager if deemed appropriate for example:</p> <ul style="list-style-type: none"> ➢ Home Care Coordinator for complaints about Home Care services. ➢ Operations Coordinator for complaints about food, cleaning, laundry, maintenance ➢ Clinical Care Coordinator for complaints about care or the lifestyle program. <p>2.4 The Continuous Improvement Coordinator is responsible for ensuring that compliments and complaints are entered into the CI register to inform ongoing improvement activities within the service.</p> <p>2.5 The Continuous Improvement Coordinator in consultation with the CEO/DON is responsible for analysing feedback trends for the purposes of informing ongoing improvement activities within the service</p>
<p>3. Consumer Engagement</p>	<p>3.1 The organisation holds a regular forum to ensure that consumers are engaged and participate in decisions about care and services. This is the Consumer Advisory Committee. Refer also to policy <u>1.4 Choice and Independence</u>.</p> <p>3.2 Complaints and their outcomes, as well as trends and the impact of complaints on improving care and services are regularly discussed within this forum.</p> <p>3.3 The minutes of the Consumer Advisory Committee, as well as any serious complaints made by consumers or their advocates are also directly reported to the Governing Body (the 'Committee of Management') monthly as required.</p>
<p>4. Confidentiality</p>	<p>4.1 Information regarding complaints is kept confidential amongst only the staff concerned with its resolution.</p> <p>4.2 Complaint documentation is maintained in a safe, locked place and accessible only to staff handling the complaint.</p> <p>4.3 Complaint information may be forwarded to the management team as part of ongoing improvement activities within the service</p> <p>4.4 Statistics on all types of complaints are recorded and used to inform ongoing improvement activities within the service. For this purpose, 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</p>
<p>5. External Agencies</p>	<p>5.1 There may be some things that a consumer or their representative are not prepared to discuss with the organisation, or perhaps the resolution reached was not to their satisfaction.</p> <p>If you would like to pursue the matter further, you may contact:</p> <p>THE AGED CARE QUALITY AND SAFETY COMMISSION Address: GPO Box 9819, Melbourne VIC Phone: 1800 951 822 Website: www.agedcarequality.gov.au</p> <p>5.2 Refer also to policy <u>1.9 Advocacy Services</u> for other agencies which may assist a consumer in the resolution of a complaint.</p>
<p>6. Translation Services</p>	<p>6.1 Where a consumer experiences challenges in reading or understanding English, staff can assist the person or their representative to complain using translation services.</p> <p>6.2 Information brochures on making a complaint to the Aged Care Quality and Safety Commission can be provided in the person's primary language as required.</p> <p>6.3 Interpreters can be booked through the Translating and Interpreting Service (TIS National) on 131 450 as required.</p> <p>6.4 Refer to policy <u>1.3.1 Accessing Interpreter Services</u>.</p>



7. Associated policies	7.1 This policy is to be read by staff in conjunction with the following associated policies – <ul style="list-style-type: none">➤ <u>6.1 Complaints Management.</u>➤ <u>1.3.1 Accessing Interpreter Services</u>➤ <u>1.4 Choice and Independence</u>➤ <u>1.9 Advocacy Services</u>
Review	<i>This policy is reviewed every three years, or more frequently in response to identified risk, or where legislative or best-practice changes require amendment.</i>