

Document Type	Policy
Department	Quality, Risk & Compliance

Feedback and Complaints Policy

Policy

Country Home Services (CHS) encourages and welcomes all feedback and complaints, which includes, concerns, compliments and suggestions.

We recognise the rights of clients, their family, friends, carers and others to provide feedback and complaints and the opportunity that this provides to improve outcomes for customers and the organisation.

Providing feedback or making a complaint can be difficult. All parties have the right to expect fair and equitable procedures for dealing with their feedback and resolving any disputes in a prompt, courteous and confidential manner, without retribution or discrimination.

Monitoring and reporting of feedback will target complaint trends, and prevention of future similar complaints.

Procedure

Everyone has a role in supporting a person to feel empowered to provide feedback.

Role	Responsibilities
Board	<ul style="list-style-type: none"> • To establish, foster and support a culture that engages people in feedback processes. • To ensure that the feedback and complaints system is relevant and proportionate to the range and complexity of care and services that CHS provides. • To ensure that the feedback and complaints system follow principles of transparency, procedural fairness, and natural justice.
Employees	<ul style="list-style-type: none"> • To seek feedback from a person to assist with evaluation and continuous improvement of service provision. • To log feedback in client and worker in the client management database. • To resolve complaints within the scope of their practice.
Contractors	<ul style="list-style-type: none"> • To inform CHS of feedback received from clients and/or support them to provide feedback.
Quality Coordinator	<ul style="list-style-type: none"> • To manage the feedback process including: <ul style="list-style-type: none"> ○ Maintain reporting systems ○ Inform the relevant manager of any feedback of concern that has been received. ○ Provide a report to the management and board meetings.

Document Type	Policy
Department	Quality, Risk & Compliance

Managers	<ul style="list-style-type: none"> To determine if further actions related to feedback received is required.
Management Committee	<ul style="list-style-type: none"> To develop, review and update key policy documents related to feedback and complaints. To analyse feedback trends to inform ongoing improvement activities.

Feedback and complaints can be received via:

- Verbal accounts
- Webpage (Country Home Services)
- Feedback Form (Country Home Services)
- Correspondence in the form of email or letter
- Various surveys
- Social media
- Aged Care Quality & Safety Commission

Receipt of feedback and complaints will be acknowledged within an appropriate timeframe.

At intake, a person will be provided with information that supports them to:

- Lodge feedback and/ or a complaint
- Understand how feedback and complaints are managed

At service review, a customer will be provided with the following:

- The opportunity to provide feedback or complaint, verbally, as part of the review process.

Receiving positive feedback

Positive feedback is an indicator of a quality service. All positive feedback related to service delivery will be recorded in the client, worker and/ or employee notes in the client management database. This feedback will form evidence when auditing the quality of services.

Handling and Resolving complaints

Complaints will be resolved using an approach that is transparent, fair and follows the principals of natural justice. CHS employees will refer to the Better Practice Guide for Handling Complaints in Aged Care when handling and resolving a complaint.

It may be that the complaint is related to something going wrong. When something has gone wrong, employees will apply the elements of open disclosure as per the open disclosure framework and guidance. This document provides a step by step process to ensure that when we identify that something has gone wrong that we seek to acknowledge this and learn from our mistakes.

It is the role of the team leader and/ or manager to provide support as required to an employee to manage a complaint.

Document Type	Policy
Department	Quality, Risk & Compliance

It is the role of the team leader and/ or manager and/ or CEO to assume the management of a complaint that is outside the scope of an employees' practice. Employees should seek direction on this, if required.

If an employee has handled and resolved a complaint, they will record it in the client management database.

General

At all times, matters related to feedback and complaints will be logged in the client management system.

Document Owner	Quality Coordinator	
Endorsed By	CEO	Approval Date: 27/04/2022

References

[Aged Care Quality Standards](#)
[Charter of Aged Care Rights](#)

Tools

[Better Practice Guide for Handling Complaints](#)
[Open disclosure. Framework and guidance.](#)