



## COMPLAINTS (CLIENT) AND FEEDBACK POLICY

Pages: 4

Compliance with this Policy Directive is **Mandatory**

Policy Type	Clinical Policy Document
<p><b>Purpose of the Policy</b></p>	<p>Care Assess is committed to specialising in assessment and coordination of home and community care and brokerage of service provision for people living in the community.</p> <p>Care Assess' Aged Care Funding Agreement for Commonwealth HACC Service providers requires our organisation to provide an effective process for receiving and addressing complaints. Utilising a complaint management process to achieve best outcomes for clients will enable Care Assess to identify options for continuous improvement <sup>1</sup>.</p> <p>This policy outlines:</p> <ul style="list-style-type: none"> <li>• the steps used by Care Assess to ensure that staff will encourage client complaints and feedback about our service; and</li> <li>• the steps to find mutually acceptable resolutions to any client complaints and feedback</li> </ul> <p>This policy aims to ensure all client feedback is managed appropriately and is considered as an essential component of all business processes currently employed by Care Assess.</p>
<p><b>Definitions</b></p>	<p><b>Complaint</b> The definition of a complaint (which is consistent with Australian Standard ISO 10002-2006) is an:</p> <p><i>Expression of dissatisfaction made to Care Assess, related to its products (including services), or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected<sup>1</sup>.</i></p> <p><b>Feedback</b> Feedback includes complaints, compliments and suggestions for improvement about a particular service, experience or event - not simply a statement of overall opinion about Care Assess' services. Typically, it will involve a specific transaction with either Care Assess or one of our service providers <sup>2</sup>.</p>

	<p><b>Business Processes</b>  <b>A business process</b> is a collection of related, structured activities or tasks that produce a specific service or product (serve a particular goal) for a particular customer or customers. The three components of business processes are; Management, Operational and Support <sup>3</sup>.</p> <p><b>Clients</b>  Clients referred to as “Older People” generally refers to people who are 60 years of age and older.</p>
<p><b>Policy</b></p>	<p>All clients, and potential clients using or being provided with services funded by Home and Community Care (HACC) Programs have a number of rights.</p> <p>As a HACC service provider Care Assess Staff will recognise the clients rights to:</p> <ul style="list-style-type: none"> <li>• be informed of their rights including the right to complain without affecting access to services and the right to an advocate of their choice.</li> <li>• All clients and potential clients’ comments are valued and are encouraged to provide feedback, where appropriate, on the service provided.</li> <li>• All persons involved in the complaints and feedback process will be treated with courtesy and respect.</li> <li>• All complaints and feedback received from clients will be treated with privacy and confidentiality.</li> </ul> <p>Clinical Complaints will be the responsibly of the Clinical Manager.</p> <p>Operational Complaints will be the responsibility of the Operations Manager.</p> <p>Complaints deemed serious and place Business Processes or reputation at risk will be the responsibility of the CEO.</p> <p>The CEO will refer complaints to the Directors at his/her discretion.</p> <p>All complaints and feedback will be recorded in the Care Assess Complaints Register.</p> <p>All complaints will be assigned a priority rating. See Appendix1.</p> <p>Complaints of a serious nature will be acknowledged by the relevant manager in writing within five (5) working days of receipt.</p> <p>Complaint resolution processes will be monitored and expected to be finalised within 35 calendar days.</p> <p>Clients, carers, their advocates and others will be provided details of</p>

	<p>the Aged Care Complaints Scheme if Care Assess is unable to resolve the complaint in the first instance.</p> <p>Complaints in relation to a staff breach of Care Assess Policy and Procedures will be the responsibility of the relevant manager in the first instance who will refer the matter to the CEO if appropriate</p> <p>National Registration, Industrial, Legal and Equal Employment Opportunity (EEO) guidelines will be used to respond to any staff complaints whichever is appropriate.</p>
<b>Scope</b>	<p>Category of Staff</p> <p>Care Assess Directors.</p> <p>Care Assess CEO.</p> <p>Care Assess Senior Management Staff.</p> <p>Care Assess employees</p> <p>Care Assess Agents and Contractors (includes sub contractors and temporary contractors).</p>
<b>References</b>	<ol style="list-style-type: none"> <li>1- Aged Care Complaints Scheme - HACC</li> <li>2- Australian Government- Department of Veterans Affairs; Complaints, Compliments and Feedback Policy.</li> <li>3- Australian Government- Department of Veterans Affairs; Complaints, Compliments and Feedback Policy.</li> <li>4- Wikipedia- Definition of Business Process</li> </ol>
<b>Related Policies Community Common Care Standards EqulP 5</b>	<p>Home and Community Care – Rights and Responsibilities. October 2008. Community Common Care Standard 3.3</p> <p><i>Aged Care Complaints Scheme – Commonwealth HACC Complaints Guidelines for Service Providers.</i></p> <p><a href="http://agedcarecomplaints.govspace.gov.au">agedcarecomplaints.govspace.gov.au</a></p>

**Date Implemented:** March 2013

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**Endorsed by:**



Joe Towns  
Chief Executive / Director

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