



Feedback and Complaints Policy

Policy

St Paul's Lutheran Homes Hahndorf will have in place a feedback and complaints system that meets the requirements of residents, their family, friends, carers and extended staff, whilst also maintaining the Vision and Mission of the organisation:

- To be recognised as a dynamic and creative leader, shaping the future of aged care services,
- To improve the health and wellbeing of our older community through quality care, services and accommodation.

St Paul's Lutheran Homes Hahndorf Values will be at the forefront of the respite, residential aged care and retirement services we provide:

- Christ centred love, care and compassion
- Commitment to innovation and excellence
- Passion for making a positive difference
- Accountability to our team
- Joyful, friendly and open
- Sharing our achievements.

In raising feedback or complaints, you have the right to expect:

- To be treated with dignity and respect, regardless of cultural background, gender, sex, sexual orientation, disability, or any other status
- Your personal information will be handled appropriately
- To be informed about the process for resolution
- Staff to use open disclosure throughout the feedback handling process
- To be informed about the outcome of your feedback.

St Paul's recognises that the Feedback and Complaints Policy must be easy to access in all forms, actively monitored and responsive to meet the changing needs of the resident.

We will promptly:

- Acknowledge your complaint
- Assess your concerns
- Record information, and
- Investigate your complaint.

The Feedback and Complaints system will be regularly reviewed, along with complaints and comments trend data, to ensure that policies and procedures are being adhered to. All areas of responsibility are to be evaluated and mechanisms developed for continuous improvement through issue management, stakeholder, resident and staff feedback, to ensure that all systems and procedures meet their needs.

- The Feedback and Complaints system will meet all legislative requirements and accreditation standard requirements



Feedback and Complaints Policy

- The Senior Management Team will be actively involved in addressing issues as they arise and will be responsible for ensuring their policies and procedures are maintained in line with feedback received
 - There will be regular reports to department managers of feedback which will require evaluation within their department
 - The CEO will receive copies of all feedback received, along with the Senior Management Team and the relevant department manager
 - St Paul's will record if a continuous improvement is identified from the feedback received
 - Training will be provided to all staff through the induction system to ensure that staff have the tools to assist them with promoting comments and feedback from relevant stakeholders
 - All residents, either permanent or respite, will receive information about the feedback and complaints system through respite and permanent agreements, the resident handbook and entry documentation
 - Materials will be displayed throughout the facility to provide further information for those wishing to provide feedback.
-

Related Organisational Procedures

Feedback and Complaints Reporting Procedure

Related Organisational Policies

Open Disclosure Policy

Related Standards

Aged Care Quality Standard – 6

Legislative Reference

Aged Care Quality and Safety Commission Act 2018 (Cth)

Aged Care Quality and Safety Commission Rules 2018 (Cth)

Aged Care Act 1997, Part 4.2 – User Rights, Division 56, Section 56-4 'Complaints Resolution Mechanisms' - <https://www.legislation.gov.au/Details/C2019C00023>



Feedback and Complaints Policy

Date of Issue: June 2007

Reviewed by: CEO **Date:** January 2020

Approved by:
CEO

Date:

Date of next review: January 2023