



Feedback and Complaints Reporting Procedure

Purpose of Procedure

The purpose of this procedure is to ensure that residents, their family, friends, carers and others have access to internal and external complaints mechanisms and are supported and encouraged to provide feedback and make complaints. Regular monitoring of comments received assists with identifying trends and gaps. An annual review provides guidance for future planning to enable sound quality of care and services to our residents.

Considerations

- Management will actively seek feedback from each resident / representative and staff on all aspects of the services provided by St Paul's Lutheran Homes. All feedback is discussed at regular Management Meetings.
- Staff will receive education on the comments/complaint's mechanism.
- Residents/representatives will have information relating to the internal/external complaints mechanism made available to them.
- Stakeholders are encouraged to use the internal mechanism for comments in the first instance.
- Residents/representatives and staff who have concerns about the home, and/or its services are encouraged to share this concern with a staff member in the first instance, alternatively, residents/representatives may complete a Care to Comment form, available throughout the facility or from staff, upon request. These forms can be handed to staff or placed in one of the suggestion boxes located throughout the facility.
- Residents/representatives/staff and volunteers will be informed of the comments and complaints process, and the location of suggestion boxes and forms via the Residential Care Service Agreement, Respite Agreement, Resident Handbook and staff training.
- Comments and complaints can be made via the following methods
 - Resident meetings
 - In writing by completing the Care to Comment form and placing in comment box
 - In person to any staff member
 - In writing via email
 - In writing through the St Paul's website
 - By telephone
 - In writing by mail
 - Staff can complete a 'Verbal Feedback / Quick Fix' form, located at
 - Reception
 - Clinical Nurse (CN) Office
 - Kitchen
 - Maintenance
 - Lifestyle



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- Pastoral Services
- Hospitality
- Nurses Stations
- Directly to external advocates – Aged Care Quality and Safety Commission (ACQASC), Aged Rights Advocacy Service (ARAS).
- Issues raised by a resident/representative/staff/volunteer will be dealt with fairly, promptly, confidentially and without fear of retribution.
- Regular internal messages will be sent for staff to be reminded of the St Paul's Lutheran Homes Feedback procedure, including options for those residents who require interpreter or relay services for the hearing impaired.
- The comments received will be kept in a Feedback folder that is located in the Administration office.
- Brochures for ARAS and ACQASC are located in our Kaesler Kaffe.

Procedure

- All comments/complaints will be recorded, monitored and acted upon to achieve a satisfactory solution via the comments/complaint's mechanism

Suggestions and Compliments

- All comments and compliments, in any format, are collected weekly and are recorded on the 'Comments and Complaints' spreadsheet.
- A copy of the comment will be forwarded to the department manager and Senior Management Team (Residential Aged Care Manager (RACM), People and Culture Manager and Chief Executive Officer (CEO)) for their information, as well as the person mentioned, if applicable.
- Compliments will be copied for display to the staff notice board in the staff room as applicable.
- Suggestions which result in a Continuous Improvement will be noted in the spreadsheet to track volume received across departments.

Complaints

- Those who express complaints will be protected from any repercussion, reprisal or victimisation.
- All complaints are collected on a weekly basis and are recorded on the Comments and Complaints spreadsheet.
- The complaint notifications will be kept in a Feedback folder and is located in the Administration office
- A copy of the complaint will be forwarded to the department manager and Senior Management Team (RACM, People and Culture Manager and CEO) for their information and action.



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- If the initial outcome of a complaint is not resolved satisfactorily by the department manager, the complainant may choose to then discuss the matter with the CEO or RACM.
- Where issues are difficult to resolve, a mediator may be appointed. The mediator will be chosen by mutual agreement between management and the complainant.
- Complaints of a more serious nature (or if unable to be resolved internally) should be forwarded to external services for resolution.
- Anonymous complaints will be investigated but the outcome may be limited due to the anonymity of the complainant.
- The complainant will be informed of the outcome (where appropriate) within a reasonable timeframe, having regard to the nature of the complaint, and feedback will be treated confidentially.

Escalation of Complaints

Complaints will be escalated:

- When the nature of the complaint is deemed serious.
- When a complaint remains unresolved.
- Where a complainant is dissatisfied with the outcome of a complaint or how the complaint was addressed, and mediation is required.
- Where set timeframes for responding cannot be met.
- When a member of the workforce receives the complaint, however, does not have the training or authority to address the complaint effectively.

Accountabilities

- Staff are responsible for reporting compliments and complaints to their supervisor as soon as possible.
- Managers are responsible for the management of the complaints process and informing the relevant manager of any feedback received.
- 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 and the Senior Management Team.
- Complaint documentation will be kept in a safe place and accessible only to staff handling the complaint.
- Statistics on all types of complaints and suggestions 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.



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However, the identity of the complainant or persons named in the feedback will not be disclosed.

Contacts

For all permanent and respite residents:

- Aged Rights Advocacy Service Inc 8232 5377 or 1800 700 600
aras@agedrights.asn.au
www.sa.agedrights.asn.au
- Aged Care Quality and Safety Commission 1800 951 822
- Or address a written complaint to:
Aged Care Quality and Safety Commission
GPO Box 9819
Adelaide SA 5001

References

Aged Care Quality and Safety Commission Act 2018 (Cth)
Aged Care Quality and Safety Commission Rules 2018 (Cth)
Aged Care Act 1997 (Cth), Part 4.2 – User Rights, Division 56, Section 56-4
'Complaints Resolution Mechanisms' -
<https://www.legislation.gov.au/Details/C2019C00023>
Charter of Aged Care Rights
Better Practice Guide to Complaint Handling in Aged Care Services – June 2019

Related Organisational Policies

Quality System Policy – Feedback and Complaints Policy
Open Disclosure Policy

Related Procedures

Continuous Improvement

Related Forms & Documents

Care to Comment Form
Verbal Feedback or Quick Fix