

POLICY 4.4

Complaints Policy

Philosophy

This Policy formally recognises that Clients, Employees, Volunteers, Support Workers and Contractors of this Service have the right to raise and resolve any complaint raised.

Pre-amble

A complaint is simply a request for assistance regarding a problem.

Complaints that arise from physical, verbal, sexual and/or emotional harassment or abuse are covered by the procedures outlined in this policy.

Sexual harassment or abuse is defined as – or includes any coercive, humiliating or offensive behaviour of a sexual nature.

The right to have complaints raised and resolved will be protected and can be addressed either through MMACG's internal procedures 4.5.1 or if the Client wishes other avenues for raising and resolving a complaint are outlined in 4.5.2.

4.4.1 Internal

1. This service will make every effort to establish an atmosphere of trust and open communication, so that complaints are dealt with in a constructive manner;
2. Complaints will be treated seriously and will be promptly dealt with until resolved. Any offences which involve the law will be referred to the appropriate external authority;
3. Complaints will be addressed by the service within 2 working days of the original report by Client, Employee, Support Worker, Independent Contractor or Volunteer to the Service Consultant(s);
4. Records will be kept of all grievances raised and steps taken to resolve the complaint. Written complaints will be signed and dated by both parties. All records will be dealt with in accordance with the Group's Policy of Confidentiality;
5. This Service undertakes to explain to the Client, Employee, Support Worker, Independent Contractor or Volunteer the procedure in which complaints may be resolved both inside and outside the Service;
6. Clients, Employees, Support Workers, Independent Contractors or Volunteers, where possible, will be informed before the Complaints Procedure is instigated;
7. Every effort will be made to resolve the complaint informally. This service will encourage and give Clients, Employees, Support Workers, Independent Contractors or Volunteers the opportunity to resolve their complaint directly with the people involved;
8. If the Client, Employee, Support Worker, Independent Contractor or Volunteer is not satisfied with the result of these informal discussions, then the Client, Employee, Support Worker, Independent Contractor, Volunteer or Client's Advocate must refer to the outlined Complaints Contacts Listing below (see 4.5.1), which gives details of the people and the order in which they should be approached to have the complaint resolved;
9. This service will ensure that Clients have access to an Advocate of their choice to assist them in having their complaint resolved. An Advocate may be a relative, friend, or representative from an external agency – providing there is no conflict of interest. In addition, Aboriginal Clients will be offered the availability of access to Culturally specific services.

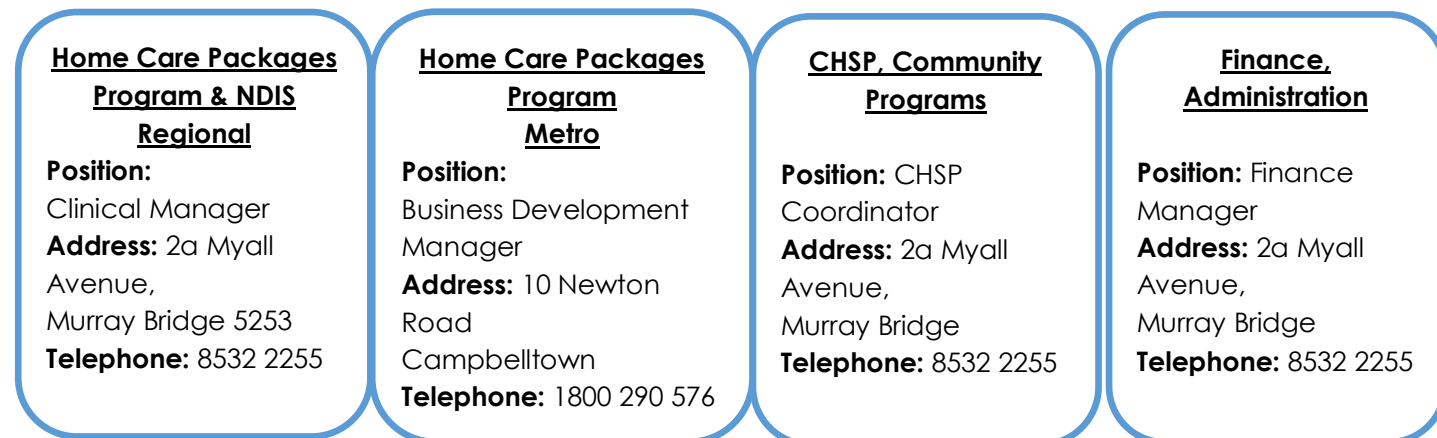
10. Throughout the complaint this Service will facilitate the Client's use of external agencies for support and/or advice;
11. Record of the grievance raised, action taken, by whom and the resolution will be signed and dated by the parties involved in the complaint;
12. This Service will ensure that where appropriate Clients, Employees, Support Workers, Independent Contractors and Volunteers are assisted to understand this policy.

4.4.2 Complaints Contacts Flowchart

Complaints Flow Chart

Step 1

Every effort will be made to resolve the initial complaint by both parties within the framework of open and honest communication. Below are the initial contact details for any complaint. When a stalemate occurs commence following the flowchart from step 2.



Step 2

If the complaint is not resolved at step 1 contact:
Position: HR, Quality and Risk Manager
Address: 2a Myall Avenue, Murray Bridge 5253
Telephone: 8532 2255

Step 3

If the complaint is not resolved at step 2 contact:
Name: Anna Howard
Position: Chief Executive Officer
Address: 2a Myall Avenue, Murray Bridge 5253
Telephone: 8532 2255

Step 4

If complaint is still not resolved at step 3 contact:
Chairperson, Board of Management
Murray Mallee Aged Care Group Inc.
PO Box 1315, Murray Bridge 5253
Complaints must be in writing and marked 'Confidential'.

Step 5

If complaint is still not resolved at this point contact:
Aged Care Quality and Safety Commission
GPO Box 9819
(Your capital city and state/territory)
1800 851 822
<https://www.agedcarequality.gov.au/>

4.4.3 Aged Care Complaints Commissioner

Background

The Aged Care Complaints Commissioner replaces the Aged Care Complaints Scheme and will increase the independence of complaints management by separating complaints handling from the Department of Health's funding and regulatory roles. The Aged Care Complaints Commissioner works under the Aged Care Act 1997 (the Act) and the Complaints Principles 2015 (the Principles). This information has been referenced from the Aged Care Complaints Commissioner's website.

References

The Aged Care Act 1997

Complaints Principles 2011

Aged Care Complaints Commissioner