

MURRAY MALLEE AGED CARE GROUP

COMPLAINTS, COMPLIMENTS AND FEEDBACK FORM

Murray Mallee Aged care Group (MMACG) welcomes all complaints, compliments, and feedback on any aspect of our services.

Your feedback about what we do well, and what we could do better, is very valuable to us. This information assists us to improve the services we deliver to our clients and participants.

If you would like to make an anonymous complaint, compliment or feedback please return this Form:

Via Australia Post:

Murray Mallee Aged Care Group Inc.
PO Box 1315,
Murray Bridge,
SA
5253

Or

Submit your complaint, compliment, or feedback electronically at:

<https://www.murraymalleeagedcareservices.com.au/contact-us/>

Your name (optional):	
Contact Details:	
Phone:	
Address:	
Email:	

(please include if you would like to be kept informed of the progress of your complaint, compliment or feedback)

Contact Details of a representative you would like to be kept informed:	
Name:	
Relationship to you:	
Phone:	
Address:	
Email:	

(please include if you would like to be kept informed of the progress of your complaint, compliment, or feedback)

I receive my services from (Please circle): Regional Office/Adelaide Metropolitan Office



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I am making a:

- Complaint Compliment Feedback

I would like to be kept informed and be involved in any investigation or resolution processes (if yes, please ensure your contact details are included):

- Yes No

What is your relationship to the MMACG?

- Client Nominated Representative Client Advocate Family Employee
- Contractor Volunteer Other (other please specify) _____

Please outline your complaint, compliment, or feedback (*Please attach a separate sheet if required*)

You will receive confirmation of the receipt of your complaint, compliment, or feedback within two working days of your submission.

If you have submitted feedback or a complaint, and you are unhappy with MMACG's investigation and resolution process you can request a review of the decisions made in relation to your complaint, compliment, or feedback. To do so, please contact the Clinical Manager (Heide Callery) or the Business Development Manager (Patrizia Kadis) at the

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Regional or Adelaide Metropolitan Offices, respectively.

If you would like to make an official complaint to an external body, you can submit your feedback/complaint to:

<p>The Aged Care Commission:</p> <p><u>Feedback:</u> Phone: 1800 951 822 (free call) Email: audit.feedback@agedcarequality.gov.au</p> <p><u>Complaint:</u> Phone: 1800 951 822 (free call) Letter: Aged Care Quality and Safety Commission GPO Box 9819, Adelaide 5000</p> <p>Online: https://www.agedcarequality.gov.au/making-complaintlodge-complaint/online-complaints-form.</p> <p>Please contact one of the following if you require an interpreter: Translating and Interpreting Service: (TIS) 131 450 Aboriginal Interpreter Service (AIS): 1800 334 944</p>	<p>NDIS Quality and Safeguards Commission:</p> <p><u>Feedback and Complaints:</u> Phone: 1800 035 544 (free call from landlines) Phone: 133 677 for an interpreter Online: https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF</p>
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If you require assistance with the submission of your complaint, compliment, or feedback, to an external body, please ask your support worker to assist you, or call the MMACG office on:

Murray Bridge Office
(08) 8532 2255

Adelaide Metropolitan Office
(08) 8365 0151

MMACG handles all complaints, compliments, and feedback in an efficient, confidential, and procedurally fair manner, in accordance with the Aged Care Act 1997, the National Disability Insurance Scheme Act 2013 and all associated rules.

Please be assured that the information that you provide, regarding your complaint, compliment, or feedback, will be kept confidential and will only be disclosed if required by law, or if the disclosure is otherwise appropriate in the circumstances. You will experience no adverse effects due to this process.

The complainant (you) will be informed, and involved, in the investigation and resolution process associated with your complaint, compliment or feedback. This is voluntary and if you do not wish to take part please indicate this in the appropriate section of this Form.

If you would like to make an anonymous complaint, compliment, or feedback, you can do this via Australia Post or via the MMACG Website.

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Please note, that if you would like to remain anonymous, we will be unable to contact you to inform you of the progress or outcomes of your complaint, compliment, or feedback.

If you require assistance with the submission of your complaint, compliment, or feedback, please ask your support worker to assist you, or call the MMACG office on:

Murray Bridge Office

(08) 8532 2255

Adelaide Metropolitan Office

(08) 8365 0151

Alternatively, please complete this Form and return to MMACG in one of the following ways:

Via Australia Post:

Murray Mallee Aged Care Group Inc.

PO Box 1315,

Murray Bridge,

SA

5253

Directly to a staff member or in the suggestion box located at:

Murray Bridge Office

2a Myall Ave,

Murray Bridge,

SA

5253

Adelaide Metropolitan Office

16 Bagot Street,

Suite 6,

Level 1

North Adelaide,

SA

5006