

HOME CARE COMPLAINTS RESOLUTION POLICY & PROCEDURE

POLICY: We take all complaints seriously and will deal with them in a professional and timely manner, to reach an acceptable resolution

PROCEDURE

**DO YOU HAVE A CONCERN
OR A COMPLAINT ABOUT
OUR SERVICES?**



In the first instance, contact your SAG Representative on 0448 380 842 or HCP Case Manager on Mb 0410 027 742. Or contact the Office on Tel: (03) 9318 2949.



If you are not satisfied with the outcome, contact the Operations Manager on Tel: (03) 9318 2949 (business hours) for resolution or escalation to Management Committee.



If you are not satisfied with the outcome, you may contact the Aged Care Quality and Standards Commission on 1800 951 822 via GPO Box 9819, in your capital city. Or Seniors Rights Vic on 1300 368 821 or OPAN (Older Persons Advocacy Network) on 1800 700 600. Or if you require an Interpreter contact Translating & Interpreting Service on 131450.

OUR COMMITMENT



We will acknowledge your complaint within 24 hours, and in most cases, will provide resolution within 3-5 days.

If the issue/s are more complicated it will be formally investigated. If it is not resolved within 28 days, the matter can be referred to an external authority.

- We will work towards a resolution with you and will improve our services if that is the outcome of the investigation.
- You may ask a relative, friend or advocate to raise the issue on your behalf.
- We will ensure impartiality and objectivity in our dealings.
- We will respect your privacy and personal information
- We will provide follow-up on any results or actions to be undertaken
- We will ask you to indicate whether you are happy with the resolution.
- Your right to complain will not adversely impact on the service you receive.