

Complaints Management Policy and Procedure

POLICY

Complaints and compliments provide information about the quality of health and attendant care services the Australian Healthcall Group (AHG) delivers. Management of a complaint provides the opportunity for stakeholders to have their issues resolved effectively and for AHG to identify and implement improvements to service delivery.

PURPOSE

The AHG Complaints Management Policy and Procedure has been developed to ensure the systematic recording of stakeholder complaints and their resolution. This policy describes how AHG reports, investigates and records all complaints raised by stakeholders, and provides timeframes for when the outcomes of each of these steps will be reported. Adherence to the policy will ensure a consistent and coordinated approach to the reports, investigation and recording of complaints with appropriate actions taken and shared across the organisation.

AHG commits to providing a safe and positive environment for stakeholders to make complaints.

This is achieved by;

- ensuring complainants are not subject to negative consequences or retribution
- enabling complainants to nominate a contact person with whom to correspond
- providing information about how to contact external bodies to which the complainant may be referred

The AHG Complaints Management Policy and Procedure will assist AHG stakeholders with the timely and effective management of complaints. This policy shall ensure the engagement of AHG stakeholders in providing feedback on the services provided, and communication with a stakeholder regarding a complaint will be undertaken in an appropriate manner.

SCOPE

AHG's Incident Reporting policy and associated procedure/s are applicable to all AHG stakeholders.

PROCEDURE

- The staff member receiving the complaint should first acknowledge and attempt to resolve the complaint by consulting with the stakeholders involved in the complaint and referring to any other relevant information.
- The staff member will advise of the Complaints Management Policy and Procedure in the first instance and complete Sections A and B of the Complaints Form (*COMPLAINTS FORM - AHG-F151*).
- The staff member should report back to the complainant within 24 hours of the complaint being received advising of the outcome of the investigation. If resolved, the coordinator will forward the Complaints Form (*COMPLAINTS FORM - AHG-F151*) to the Client Services Manager.
- If the complaint is not resolved, the staff member will advise the complainant of the Complaints Management Policy and Procedure, and escalate the complaint to the Client Services Manager. The staff member will provide information on independent advocates referring to the Advocates List (*ADVOCATES LIST AND SUPPORTING LINKS - AHG-P066*), and forward the Complaint Form (*COMPLAINTS FORM - AHG-F151*) to the Client Services Manager.

- The Client Services Manager will investigate the complaint and report back to the complainant and/or their independent advocate within 48 hours of the complaint being escalated advising of the outcome of the investigation. If resolved, the Client Services Manager will complete Section C of the Complaints Form (*COMPLAINTS FORM - AHG-F151*), and forward on to the Operations Manager.
- If the complaint is not resolved, the Client Services Manager will escalate the complaint to the Operations Manager. The Client Services Manager will complete Section C of the Complaints Form (*COMPLAINTS FORM - AHG-F151*), and forward the Complaint Form to the Operations Manager.
- The Operations Manager will investigate the complaint and report back to the complainant and/or their independent advocate within 48 hours of the complaint being escalated advising of the outcome of the investigation. If resolved, the Operations Manager will complete Section D of the Complaints Form (*COMPLAINTS FORM - AHG-F151*).
- If the complaint is not resolved, the Operations Manager will provide further options to engage an independent advocate. The Operations Manager will also advise on how to transfer to another service provider. The Operations Manager will complete Section D of the Complaints Form (*COMPLAINTS FORM - AHG-F151*).
- The Operations Manager will review all complaints and document feedback of the outcomes of all complaints in Section D of the Complaints Form (*COMPLAINTS FORM - AHG-F151*). The Operations Manager will collate all complaints in the complaints register and present the register at the monthly staff meeting.
- The meeting will forward all complaints to the Executive Director monthly.

MONITORING, EVALUATION AND REVIEW

The implementation of this policy is the responsibility of the Executive Director. The Executive Director will review documented complaints monthly to ensure the effective management of complaints. The Executive Director will revise this policy and procedure in order to reflect changes made in these monthly reviews.

This policy will be integrated into AHG's Quality Management System, and will be accessible to all stakeholders. All stakeholders will be made aware of AHG's Complaints Management Policy and Procedure and copies will be made readily available. We will make all staff aware of this policy as part of our induction program and provide all staff with a copy of this document.

ASSOCIATED DOCUMENTS

COMPLAINTS FORM - AHG-F151

ADVOCATES LIST AND SUPPORTING LINKS - AHG-P066

SERVICE USER RIGHTS AND RESPONSIBILITIES - AHG-F041