Longridge Aged Care

Complaints Flow Chart

Do you have a 'complaint'?
We encourage you to communicate your concerns or dissatisfaction to us and follow the flow chart below.

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Step 1
Verbally report to staff on duty.
They are trained to refer the matter, or you onto the appropriate area / level of management.

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Or
Write you concerns on a complaint form located at the reception area to be left in the box on wall in foyer.

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Step 2.
Report noted by management & investigated. If agreeable, a meeting with the EO/DoC will be arranged as soon as practical.
Written reply & / or acknowledgement of your complaint to you within 5 days.
(*unless the complaint is lodged anonymously.*)

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Step 3.
If satisfaction is not achieved initially a follow—up meeting or meetings, to negotiate / discuss your concerns in more detail will be arranged . A written determination will be forwarded to you within 28 days

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Step 4.
If you do not achieve a satisfactory result from the Longridge Internal Complaints process we encourage you to seek consultation with The Aged Care Complaints Commissioner.
Phone: 1800 550 552
This is an objective professional service that works on behalf of the Aged to ensure their rights (as defined by The Aged Care Act) are protected.
Older Persons Advocacy Network (OPAN) as the provider of the National Aged Care Advocacy Program. OPAN provides free, independent and confidential advocacy support to older people (and their representatives) to resolve concerns, particularly before they turn into complaints. OPAN can be contacted on 1800 700 600 or via it's website at www.opan.com.au