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|  | <p>POLICY</p> <p><b>Complaints:<br/>Residents, Family<br/>&amp;/or Advocate</b></p> | Original Issue Date: <span style="float: right;">October 2003</span> |
|  |   | Revision No.: <span style="float: right;">5</span>                   |
|  |   | Accreditation Standard: <span style="float: right;">1.4</span>       |
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**Outcome:** Each Resident, family or advocate have access to internal and external complaints mechanism

**Aim:**

It is the policy of the organization all complaints by residents, family members & advocates, at the first instance should be directed to the EO/DoC.

1. A letter acknowledging the verbal complaint & specifying the agreed resolution will be sent from the EO/DoC to the complainant within 5 business days.
2. If complaint is not able to be resolved quickly by negotiation/ consultation with the EO/DoC then the following procedures should occur:
  - a) The complainant must submit the complaint in writing to the EO/DoC *(Should the complaint be directed to a Board Member the complaint is to be accepted, & passed on without comment to the EO/DoC.)*
  - b) The EO/DoC shall immediately acknowledge in writing the receipt of the complaint and invite the complainant, with or without Advocate, to meeting with the EO/DoC.
  - c) A letter of acknowledgement will be forwarded to the complainant within 5 working days defining the issue of concern & the agreed resolution as discussed at the meeting.
  - d) Minutes of the meeting will be signed, kept and maintained by the EO/DoC. A copy of the complaint & meeting minutes etc. is to be forwarded to the Board Chairman ASAP.
3. If the complainant is not satisfied with the results of their discussions with the EO/DoC then~ the complainant will be encouraged to seek the advice & support of the Aged Care Complaints Commission. Flyers of the scheme are available at the display at the Longridge Entrance Foyer.
4. All complaints data is stored securely by the EO/DoC & the data collated approximately 6 monthly & reported to the BOG.
5. Any systems issues or improvements are submitted to CI / WHS at their monthly meetings for action.
6. Issues are discussed / shared confidentially with staff and treated as opportunities for improvement.

**Addit:**

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| Date .....       | Date .....       | Date .....       |
| Management ..... | Management ..... | Management ..... |
| Board .....      | Board .....      | Board .....      |