

Complaints and Feedback Management Factsheet

Our Complaints Policy ensures that all complaints are dealt with in a manner that is effective, complete, and fair to all involved. Information regarding complaints shall be communicated in a way that is confidential and respectful of privacy. Outcomes of complaints will be utilised in improving systems and processes.

The below factsheet outlines the steps taken when dealing with complaints:

- Complaint Management Process
 - Complaint received
 - Complaint is acknowledged and documented
 - Initial Assessment and addressing of complaint
 - Provide reason for decisions
 - Close the complaint
- Further considerations
 - Complaint handling may be managed at several points depending on the severity of the complaint
 - Time or point at which complaint is received
 - During the step process
 - Referral to an external agency such as NDIS Commission, Aged Care Quality and safety Commission, Health care Complaints Commission, professional registration body, police, or other agency
- Directing a complaint to an external body
 - To make a complaint directly to the **NDIS commission** please see the contact details below:
 - phone 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
 - [National Relay Service](#) and ask for 1800 035 544.
 - completing a [complaint contact form](#) .
 - visit the [NDIS Commission website](#) .
 - To make a complaint directly to the **Aged Care Quality and Safety Commission** please see the contact details below:
 - Phone 1800 951 822 or TIS 131 450 or AIS 1800 334 944 to arrange an interpreter
 - Completing a [complaint contact form](#)
 - Visit the [Aged Care and Quality Safety Commission website](#).
 - To make a complaint directly to the **Health Care Complaints Commission** please see the contact details below:
 - Visit the [Health care Commission website](#)

The below factsheet outlines the steps taken when dealing with feedback:

- Feedback management Process
 - Information received
 - Feedback is acknowledged and documented
 - If feedback is a complaint the Complaint Management process is followed
 - Feedback is handled in accordance with Feedback Management procedure
 - Person acknowledged shall be notified
 - General Manager will follow up with person providing feedback