
COMPLAINTS AND FEEDBACK POLICY 6.1.2

Document Title:	Complaints and Feedback Policy 6.1.2		
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ALZHEIMER'S WA
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Policy Statement

Alzheimer's WA is committed to ensuring all staff (including volunteers and contractors) are aware of what constitutes formal or informal feedback and will ensure all employees respond appropriately when assisting clients to give feedback. Alzheimer's WA employees will assist stakeholders in completing and submitting feedback according to Alzheimer's WA policy and procedures and in line with Aged Care Quality Standards, NDIS Practice Standards, *NDIS Act 2013*, *Aged Care Act 1988*, *Privacy Act 1988*, User Rights Principles 2014, NDIS Rules 2018 and Charter of Aged Care Rights. Alzheimer's WA supports and encourages clients to access alternative external complaints handling options, including the Aged Care Complaints Commissioner and NDIS Quality and Safeguards commission.

Scope

All staff will understand the feedback policy and procedure and will assist clients, family representatives, employees and other stakeholders to complete a feedback form and email to feedback@alzheimerswa.org.au or will log feedback on behalf of the client. This policy and procedure apply to all internal and external operations and corporate activities provided by Alzheimer's WA employees.

Underpinning Principles/Guidelines

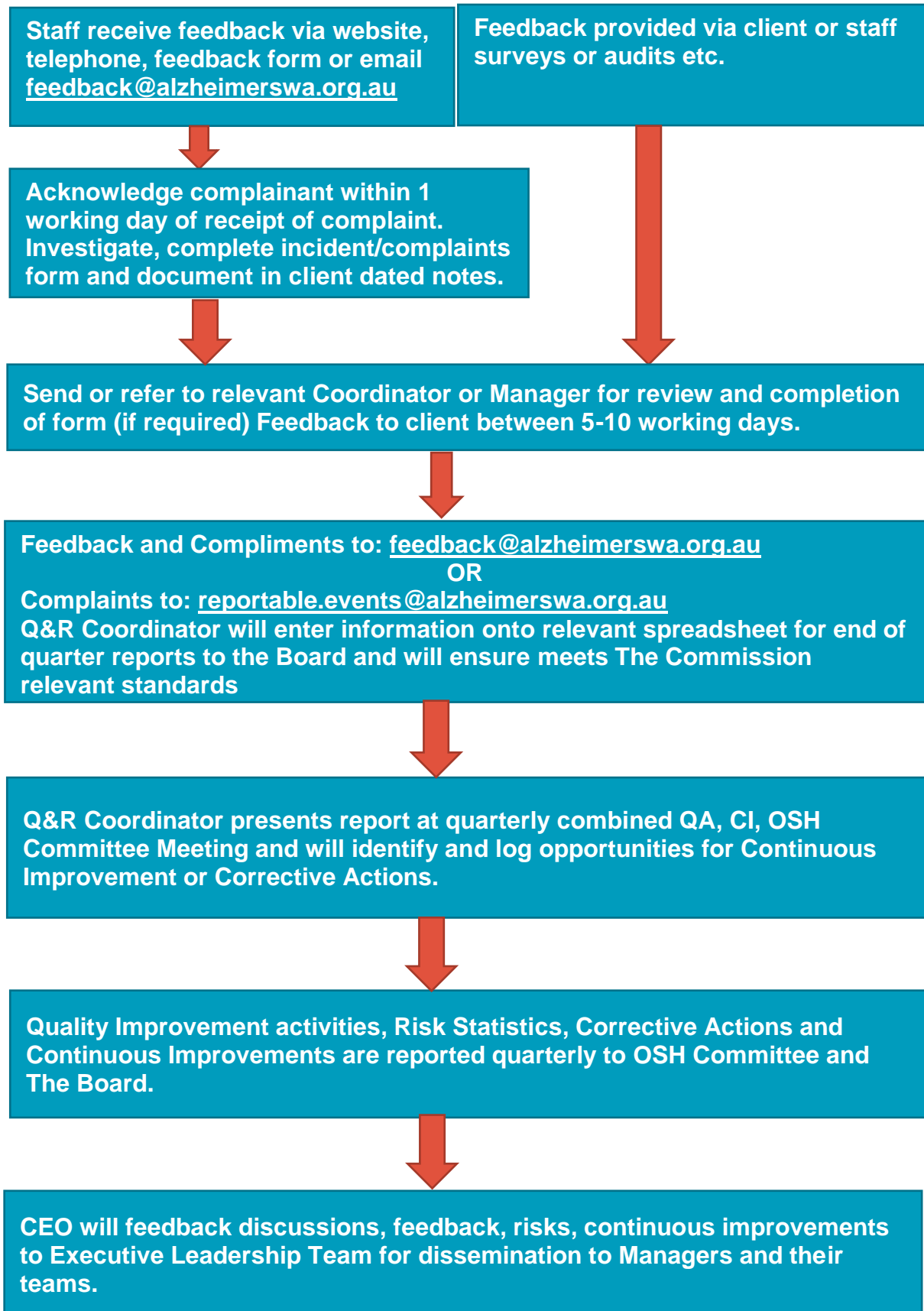
Alzheimer's WA:

- Acknowledges the complainant in a timely manner (within 24 hours of lodgement of complaint) and keeps complainant informed of progress, investigation and outcome within 5-10 working days. Staff will demonstrate open disclosure, open communication and transparent process in their follow up, investigation and discussion with all stakeholders.
- Staff will document progress in client dated notes.
- Recognizes that clients have the right to raise concerns and make complaints about the care and services they receive.
- Uses best practice complaint handling and resolution systems that facilitate and supports clients to make a complaint.
- Follows principles of procedural fairness and natural justice and regularly seeks input and feedback from clients, carers, employees and others.
- Uses the input and feedback to form continuous improvements for individual clients and the whole organisation.

Alzheimer's WA facilitates feedback via:

- Metropolitan and Regional offices
- Website www.alzheimerswa.org.au
- Rights and Responsibilities information prompting clients to make a complaint without fear of retribution
- Complaints process, encouraging clients to use an advocate of their choice
- Acknowledgement that clients have the right to anonymity and confidentiality.
- Client surveys

Follow Up and Monitoring Complaints and Feedback



Legislation

Key legislation, regulations and other requirements include but are not limited to:

- Australian Aged Care Quality Agency Act 2013
- Aged Care Act 1997
- Privacy Act 1988
- National Disability Insurance Scheme Act 2013
- Aged Care (Transitional Provisions) Act 1997
- Aged Care Quality Standards 2019
- NDIS Quality Standards 2020
- Rights and Responsibilities
- Charter of Aged Care Rights

Related Documents

- 1.2.4 – Clients with Special Needs Policy
- 1.7.2 – Rights and Responsibilities Policy
- 5.4.8d - Reportable Events Policy and Procedure
- 6.1.1 – Continuous Improvement Policy and Procedure
- 6.1.1a – Continuous Improvement Form
- 6.1.2a - Feedback Form

Resources

- Aged Care Quality and Safety Commissioner – Fact Sheet – Resolving Concerns about aged care
www.agedcarequality.gov.au/sites/default/files/media/acqsc_resolving-concerns-factsheet
- Australian Commission on Safety and Quality in Healthcare – The Australian Open disclosure Framework www.safetyandquality.gov.au/our-work/open-disclosure/the-open-disclosure-framework/
- Better Practice Guide to Complaint Handling in Aged Care Services
www.agedcare.health.gov.au/programs-services/complaint-handling-toolkit/better-practice-guide-to-complaint-handling-in-aged-care-services
- Commonwealth Ombudsman Better Practice Guide to Complaint Handling
www.ombudsman.gov.au/publications/better-practice-guides
- Open Disclosure Following Adverse Events in Hospitals.
www.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/clinical-risk-management/open-disclosure
- The National Aged Care Advocacy Program.
www.agedcare.health.gov.au/support-services/the-national-aged-care-advocacy-program
- NDIS Quality and Safeguards Commission www.ndiscommission.gov.au

Revision History			
Date of Review	Summary of Revision	Revision Number	Revised By
Mar 2018	Newly created document	1.0.0	Danielle Wrench
Aug 2019	Reviewed/re-formatted and aligned to new Aged Care Quality Standards. Added key legislation and amalgamated 6.1.2 and 6.1.2b.	1.1.0	Di Yeates
Nov 2020	Minor changes	1.2.0	Di Yeates
Apr 2021	Reformatting of document	1.2.0	Rachael Roberts
Jun 2021	Additional legislation added for NDIS and ACQSC	2.0.0	Di Yeates
Jul 2021	Review		