

Complaints Policy Statement

Suncare Community Services Inc. aims to ensure all formal complaints and grievances are dealt with in a consistently timely, fair and equitable manner.

The organisation shall endeavour to provide clients with a clear understanding of the services offered and a simple procedure to make positive suggestions toward service improvement and to have formal complaints and grievances addressed to the client's complete satisfaction and within the relevant guidelines.

The organisation aims to achieve the highest levels of client satisfaction.

However, it is inevitable that at some stage we will receive complaints. When complaints do occur, we are committed to handling them promptly, fairly and in confidence.

We will:

- **Respond to all complaints within 48 hours**
- Endeavour to be courteous to the complainant
- Where an immediate resolution is not possible, log the complaint and provide the client with feedback on progress
- Ensure all client-facing personnel are familiar with the complaints handling procedures
- Appoint a member of senior management with specific responsibility for implementing this policy
- Review progress on resolving any outstanding issues regularly
- Report our performance in complaints handling to management reviews of our quality system
- Review this policy regularly

Objectives

- The Suncare Community Services Committee believes that feedback from the staff, clients and service providers is of utmost importance in the endeavour to provide quality services. As such, the Suncare Community Services Committee welcomes feedback from staff, clients, carers and their representatives.
- All compliments and formal complaints will be received, recorded, responded to and reviewed in a timely manner.
- Clients will continue to receive a quality service independent of the lodging of a formal complaint.
- Clients/staff will be informed of the outcome of their formal complaint
- Complaints will be dealt with in a confidential manner
- The Suncare Community Services Committee will support and encourage people in their use of an advocate or interpreter for making formal complaints.

Staff and clients may lodge a formal complaint if they do not wish to pursue informal mechanisms or if informal mechanisms have failed.

Here is a simple 5 step complaints procedure for Clients to follow:

- | | |
|---|---|
| 1. Talk to the person to whom the complaint is Directed | 1. First of all the client is encouraged to raise the complaint with the person of concern. |
| ↓ | |
| 2. Talk to the Manager | 2. If the Client is not satisfied with the outcome, or doesn't want to discuss the matter with the particular person, they are encouraged to talk to the Manager. The Client is free to use an advocate if they |
| prefer. ↓ | The advocate may negotiate on their behalf. |
| 3. Talk to the Committee (and/or | 3. If the issue is still not worked out satisfactorily, then the Client/Consumer advocate) should take the matter to the Suncare Community Services Inc. Committee |
| ↓ | |
| 4. Talk to the Relevant Government Department | 4. If the issue is still not resolved, then the Client (and/or their advocate) may complain to the Office of Aged Care Quality and Compliance Complaints Investigation scheme on 1800 550 552, the Health & Community Care Manager, Health Department, Health Rights Commission, or an advocacy organisation. |
| ↓ | |

5. Inform Client
Client
about decision

5. The relevant person will inform the
about the outcome of their complaint.

No client will be refused a service on the basis of their having made a complaint.

Relevant Acts

- *National Health Act (NHA) 1953*
- *Aged Care Act 1997*
- *Home and Community Care Act (1985)*
- *Australian Standard – Complaints Handling – AS 4269-1995*
- *Mental Health National Standards 1999*
- *Privacy Act 1988 (Cwlth)*
- *Workplace Health & Safety Act and Legislation (1995)*
- *Disability Discrimination Act 1992 (Cwlth)*
- *Disability Services Act 2006 (QLD)*