

# CARER'S NETWORK COMPLAINTS AND GRIEVANCE POLICY

JULY 2020



## **COMPLAINTS AND GRIEVANCE POLICY**

Carer's Network is committed to providing our clients with a high-quality service and recognises that it is in everybody's interest to resolve any issues quickly, discreetly and confidentially.

Carer's Network is also committed to ensuring any complaints regarding the services provided are managed in accordance with the requirements of the Aged Care Act 1997 and in accordance with the guidelines for Complaints Management under the Aged Care Quality and Safety Commission.

We encourage a culture of open communication which is both responsive and accountable in relation to any grievance or complaint.

It is the client's right to expect a high standard of work from our staff and to feel comfortable with them in their home. Concerns and complaints usually come from the client but can often come to Carer's Network from the Case or Program Manager following contact with the client.

On all occasions, it is important to receive the concern or complaint professionally, ensuring that the issue is recorded, that all the information is taken, the name of the person relaying the issue, and the date are all recorded.

### **PURPOSE**

The purpose of this policy is to communicate the process to Carer's Network staff to ensure feedback, complaints and grievances received from clients are effectively handled and used as quality improvement measures.

### **STANDARDS FOR DEALING WITH COMPLAINTS/GRIEVANCES**

- we will treat all complaints discreetly, fairly, quickly and confidentially;
- we will examine the complaint within 2 days of being aware of the complaint and will;
- we will investigate the matter with all persons involved;
- upon completion of the investigation, all parties will be advised of the outcome;
- communicate directly with the complainant or send a response within 14 days of receipt of complaint. Where this is not possible, complainants will be informed and continue to do so until the matter is resolved;
- if the parties are not happy with the outcome, we will refer them to the Health Services Commissioner;
- mutual respect, responsiveness, accountability and transparency underpin the processes by which Carer's Network seeks to resolve any complaints / grievances;
- Carer's Network clients/families benefit from a service which encourages feedback and the raising of any issues of concern;
- Carer's Network encourages feedback to enable development and improvement of services through continuous quality improvement.