

CHSP Complaints and Client feedback

Client Complaints

A complaint is dissatisfaction with some aspect of our service. Client's are encouraged to express their complaints to enable us to improve the quality of our service.

Clients have a right to respectfully complain without fear of retribution, to be supported through the complaints process and their right to use an advocate in making a complaint. This information is explained to Client at the time of initial enquiry and throughout service provision.

Carer and Community SA will support any person to make a complaint and to be involved in the resolution of the complaint. We will support all clients and staff through a complaint process, to ensure transparency, fairness and learning.

Clients can expect complaints to be dealt with fairly and promptly. Staff will take steps to ensure that the client feels comfortable to continue accessing the service after making a complaint.

If you're not satisfied – at any time - with our response to your complaint, you can make a complaint to the [Aged Care Quality and Safety Commission](#) online or by calling [1800 951 822](#). Anyone can make a complaint and the service is free. You can complain anonymously, confidentially or openly. You can contact the Commission even if you haven't spoken with us first.

Procedure for Managing Complaints – CHSP

Step	Timeline
1. A complaint may be received directly from a client/representative via letter, email, face to face, website or telephone	On day complaint is received
2. The person receiving the complaint documents the complaint in the client case notes within Visual Care	
3. The staff member will immediately discuss the complaint with the CEO to seek guidance on management of the complaint and determine the most appropriate action. It is acknowledged that the person taking the complaint, may not be aware of any previous complaints made against the organisation, and the CEO can offer additional support when this is the case	
4. SIRS – Serious Incident Report – CHSP Any complaint will relate to CHSP or other program delivery. Where a complaint	Complaints will be dealt with at the time they are

Step	Timeline
<p><i>relates to CHSP and actually constitutes a Serious Incident Report under My Aged Care, the complaint will not be registered in the complaint file but escalated to the CEO for treatment as SIRS.</i></p> <p>5. <i>Other complaints will be treated as per the identified timeline, however, it is the intention of CCS that all complaints will be managed with transparency and quickly to support the client and ensure prompt continuous improvement.</i></p>	<p><i>received and for SIRS will be managed under the Aged Care requirements. Other complaints within 5 working days of receipt of complaint depending on the severity of the complaint</i></p>
<p>6. <i>The appropriate staff member (as determined by the CEO) contacts (by telephone, email or letter) the client to advise:</i></p> <ul style="list-style-type: none"> <i>o the complaint has been received and is being assessed</i> <i>o the process that CCS will follow</i> <i>o the timeline</i> <i>o their right to an advocate and advocacy agency support</i> 	<p><i>Within 4 working days of receipt of complaint</i></p>
<p>7. <i>The CEO reviews the complaint and decides the action to be taken. If serious or with the potential to be unresolved, the complaint is discussed with the CEO who may manage the complaint from that point.</i></p>	<p><i>Within 10 working days of receipt of complaint</i></p>
<p>8. <i>The complaint will be managed effectively and respectfully. Person/s affected by the complaint are fully informed of all the facts, are kept informed of the progress of their complaint and given the opportunity to provide further information</i></p>	<p><i>During whole process, open and ongoing communication is maintained.</i></p> <p><i>Within 15 working days of receipt of complaint</i></p>
<p>9. <i>The client is advised of the actions taken to address the issues raised and the outcome of the complaint in a letter</i></p>	
<p>10. <i>If the client is not satisfied with the outcome they are advised of the complaints appeal process (Seek escalation of Complaint to CEO)</i></p>	
<p>11. <i>If the client wishes to appeal, the complaint will be reviewed by the CEO or where a client requests an independent review, that will be arranged as soon as possible. The final decision from that process will be final</i></p>	<p><i>Within 25 working days of receipt of complaint.</i></p>
<p>12. <i>The client is advised of the CEO's decision and of their option to go to an advocacy agency (such as OPAN) or make a further complaint to the Aged Care Quality and Safety Commission (CHSP)</i></p>	
<p>13. <i>When the complaint is finalised the Chief Executive Officer phones the complainant to make sure the service user feels comfortable to continue accessing the service and to obtain feedback on the complaint's procedure.</i></p>	
<p>14. <i>Where there is any level of distress from the client, our EAP service will be offered as support..</i></p>	
<p>15. <i>Where there is any level of distress observed from a staff member, our EAP service will be as offered.</i></p> <p>16. <i>The complaint is then closed out.</i></p>	

Administration and Management of Complaints

All complaints are maintained on a Complaints Register. Information captured is reviewed as part of a continuous improvement program and will inform CCS about areas of our business that require improvement.

Complaints are advised to the CCS Board on a monthly basis.

INFORMATION ABOUT FEEDBACK

Client Feedback

Feedback can be positive and negative. Negative feedback is defined as minor dissatisfaction or a minor issue that can be easily resolved and/or the client does not want to make a formal complaint. For example, feedback may be provided on an occasion of late service provision or dissatisfaction with a provided service. Positive feedback is a compliment or praise regarding service delivery, staff or the organisation. Feedback can be formal or informal.

Formal Feedback

Formal feedback is given with the intention of providing feedback such as a client completing a [feedback form](#) or specifically informing a staff person about their dissatisfaction with the quality of their services.

When feedback is provided, the staff person receiving it documents the feedback on the database.

Informal Feedback

An informal concern or complaint can be raised directly with the person involved and or to any staff member in the organisation.

Informal complaints can be made verbally in person or over the phone. Written concerns or complaints can be made in letter or email format, or on the Client Feedback form. All client's, their families or Carers have a right to use an advocate to assist them with raising any concerns or complaints. Carer and Community Support will provide information about advocacy options as required.

Disputes between Client's and Staff/Volunteers

Carer and Community Support Services staff or volunteers are required to report immediately to the CEO any dispute with a client, regardless of how small. Disputes are reported verbally in the first instance. The CEO then decides:

- *The best process to support both the client and the staff member/volunteer*
- *Whether the client should be contacted*
- *If a written report is required*
- *The format of the report*
- *Any other action to resolve the dispute as early as possible.*

The CEO may offer the client the opportunity to make a formal complaint. If the client accepts this offer the CEO completes a [client Complaint Form](#) with them and the complaints process is followed.

Use of an Advocate

Client's are advised that they can use an advocate at any point in the feedback or complaints process or if they feel their feedback or complaint was not satisfactorily resolved. They are also advised of relevant agencies as described in the Gowries Advocacy List.

People with Special Needs

Where client's may have special needs, such as people from culturally and linguistically diverse (CALD) backgrounds or Aboriginal and Torres Strait Islander people or disabilities, staff must ensure that any cultural aspects are considered when reviewing a complaint or dispute and ensures the person feels comfortable in discussing a dispute. The presence of a family member or friend or the support of an interpreter may be required. CCS may need to seek the support and advice from Cultural Elders and Members.

The Client Coordinator/Case Manager and CEO will ensure that any actions, interventions or information is appropriate to people from special needs groups. This may require the involvement of organisations with expertise in special needs groups either in providing advice or assisting in actions.

Confidentiality of Complaints and Disputes

As far as possible, where a client has lodged a complaint, the details of that complaint will be kept confidential amongst staff directly concerned with its resolution.

Where the person making the complaint is below 18 years of age) permission of a parent or guardian will be obtained prior to any information being given to other parties that it may be desirable to involve in order to satisfactorily resolve the complaint or dispute. This would preclude any reporting under law to the SA Police, CARL, ICAC or other relevant regulatory body.

Monitoring and Evaluating the Complaints and Client Feedback Process

Complaints and client feedback processes and systems are regularly audited as part of the Carer and Community Support internal audit program and staff, client's and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made

External Complaints

If a client chooses to complain to an external agency or the Complaints Commission, they are free to do so and we will support them as required.

CHSP - Aged Care

- The Aged Care Quality and Safety Commission can be contacted on 1800 951 822 or a complaint form can be completed on www.agedcarequality.gov.au
- Complaints can be made directly to the Aged Care Quality and Safety Commission regarding any services that are not fulfilling their responsibility as a service provider