



ALPHA CARERS
AUSTRALIA

Policy - Complaints and Feedback

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Version	Documented Change	Originator	Approved By	Date
0	COMPLAINTS POLICY	Joan Gregory	Joan Gregory	September 2016
1	COMPLAINTS POLICY	Abel Bhebhe	Joan Gregory	September 2017

1. Purpose

The purpose of this Policy is to define ACA's principles to managing complaints in order to maintain sound client relationships and satisfaction with our services.

This policy should be applied in conjunction with the relevant Standard Operating Procedures (SOP- Complaints and Feedback) and supportive documents or forms.

2. Scope

This Policy applies to all complaints made by ACA clients, their families, carers, advocates or members of the public.

3. Definitions

Complainant: the person who is raising the complaint.

Feedback: information about reactions to a service, a staff member's performance and the basis for quality improvement.

Compliment: feedback as an expression of praise or admiration for a product, service or performance.

Complaint: any expression of dissatisfaction by an ACA client, their family, carer, advocate or member of the general public for which a remedy is sought, and which is lodged as a complaint.

Serious complaint: A complaint in which: there is an allegation of physical, financial, sexual, or emotional abuse or neglect action by an ACA employee may result in death or serious injury action by an ACA employee breaches our Code of Conduct or the employee's relevant.

Complaints Officer: the relevant ACA representative who is responsible for managing the Complaints process.

Complaint Handler: the relevant ACA representative who is responsible for addressing non-serious complaints.

Resolution: when a complaint is settled or concluded and each of the parties is notified.

4. Policy Statement

ACA is committed to resolving complaints in a prompt and satisfactory manner in order to promote and maintain client satisfaction. ACA relies on feedback, compliments and even complaints to take measures to make improvements to the quality of its service provision. ACA supports the rights of clients, their families, carers, advocates and members of the public to:

- Discuss their concerns and lodge complaints without prejudice or risk of retribution
- Have the complaint investigated and resolved promptly
- Raise complaints at any level in the organisation
- Be informed about the ACA process to raise and manage complaints
- Be informed about the external processes open to them to raise their complaints.
- Provide opportunities for receipt of feedback and / or compliments

ACA is committed to a complaint handling process that is:

- Easy to understand
- Prompt and efficient
- Objective and confidential
- Supportive of people at all times
- Designed to ultimately improve our service delivery.

5. **Related Documents Privacy Policy Duty of Care**

Legal and Regulatory Standards relevant to Disability /Community services Complaints Policy and Procedure

ACA SOP- Complaints and Feedback procedure

National Standards for Disability Services

Standard 4: Feedback and Complaints National Standards for Disability Services –

Standard 6: Service Management -The Community Care Common Standards –

Standard 3: Service User Rights and Responsibilities

Disability Services Act 1993 Health and Disability Services (Complaints) Act 1995, Section 71

Privacy Amendment (Enhancing Privacy Protection) Act 2012.



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