



PROACTIVE COMPLAINTS MANAGEMENT

TRAINING • COACHING • CASE MANAGEMENT

Complaints Reporting

An effective complaints handling system is essential for all aged care services as a means of obtaining care recipients / representative feedback and as a source of valuable information for service delivery.

Each aged care service will need to consider how the following important elements are incorporated into its complaints system:

1. Organisational commitment

- ✓ Written policies and procedures on complaints handling exists are implemented, user friendly and accessible to staff
- ✓ A simple and consistent complaints handling process exists which:
 - ✚ Meets the Australian and New Zealand Standard and the Aged Care Standards
 - ✚ Is flexible enough to encourage consumers to raise concerns
 - ✚ Is supported by human, financial and physical resources

2. Barriers to accessing complaints mechanisms. Commenting and complaining are not reduced by language and culture

- ✓ Achievements
 - ✚ Documented evidence of use of interpreters
 - ✚ Staff education available for communication, multicultural and aboriginal cultural awareness
 - ✚ Documented evidence of system, support and mediation
- ✓ Better practice
 - ✚ Periodic review of consumer access involving staff, external shareholders and complaints to identify strategies to improve access

3. Consumer focus

- ✓ Consumers are informed about the complaints handling system by a range of means at all points of entry to the service
- ✓ Achievements:
 - ✚ Care recipients rights and responsibilities pamphlets available in all patient areas
 - ✚ Posters advertising customers on how to comment are used
 - ✚ Survey customers to determine percentage who are aware of complaints handling system
- ✓ Better practice:
 - ✚ Staff and consumers are involved in annual review, evaluation and identification of strategies to improve quality of information provided.

4. Education of staff

- ✓ Staff at all levels receive information about complaints handling at orientation and regular intervals
- ✓ Achievements:
 - ✚ Education occurs at orientation for staff
 - ✚ Ongoing in-service on complaints handling and “trends” on complaints received provided to staff
 - ✚ Programs exist to ensure staff have the skills necessary to respond to complaints
 - ✚ Tool Box discussions occur during handover
- ✓ Better practice:
 - ✚ A system exists to review and evaluate staff awareness and understanding of the complaints handling process

5. Information management

- ✓ A system is in place to collect reliable, accurate, useful and meaningful data
- ✓ Achievements
 - ✚ Data collected meets requirements complaints information is published internally
 - ✚ Externally through newsletters and annual reports
- ✓ Better practice:
 - ✚ Complaints data is used for decision –making and improving performance

Proactive Complaints Management is able to assist organisations to implement the above strategies call us today for a discussion on how we can provide a relevant and worthwhile service to your organisation contact Steve at steve@proactivecm.com.au or via phone 0418 313 303

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