

## Feedback and Complaints Policies

MiCare's feedback including complaints provide a valuable opportunity to improve our care and services. As such we welcome all forms of feedback and actively seek it through a range of engagement opportunities.

Our complaints management approach follows the Commonwealth Ombudsman's Better Practice Guide to Complaint Handling:

**Culture:** MiCare takes a positive approach to complaints, recognising they are valuable for continuous improvement in everything we do.

**Principles:** The complaint handling system is modelled on principles of fairness, accessibility, responsiveness and efficiency and is integrated into all organisational practices.

**People:** All staff at orientation learn how to respond positively to complaints. Key staff are trained, skilled and supported in complaint management to ensure issues are resolved appropriately.

**Process:** Our complaints management process follows the seven stages of complaint handling — prompt acknowledgment, assessment, planning, investigation, response, review, consideration of systemic issues.

**Analysis:** Management use information from complaints to identify any trends. They share trends with the governing body and staff, the elder and/or representative and any continuous improvement processes put in place.

<b>Applicability</b>	
	<ul style="list-style-type: none"> <li>• This policy applies to providers of residential aged care services: all categories of employees</li> <li>• governing body all volunteers</li> <li>• contractors and consultants, whether or not they are employees all other service providers</li> </ul>

Category	Organisational	Approved By	MiCare Executive Management
Standard	1f, 7a, 7b, 7c, 7d, 7e, 8a, 8b, 8c(i), 8(ii), 8c(iv), 8c(v), 8c(vi)	Approval Date	January 2025
Owner	Executive Management	Review Date	January 2027

## Governing regulations for this policy

Aged Care Act 1997

Standard 6 (3)(a) Feedback and complaints are encouraged and supported

Standard 6 (3)(b) Access to advocates, language services and other methods

Standard 6 (3)(c) Response to complaints and open disclosure process

Standard 6 (3)(d) Feedback and complaints are reviewed and used to improve the quality of care and services  
Standard 8 (3)(c) Organisation wide governance systems

User Rights Principles 2014

## Policy Commitment

MiCare will:

- Establish a system to manage feedback and complaints and use this system to improve how care and services are delivered.
- Encourage and support elders, visitors, staff and contractors/suppliers to ask questions, share feedback, raise concerns or make complaints.
- Provide a range of ways feedback can be shared including options that allow the person to remain anonymous if they choose to.
- Provide current information to elders about how to make a complaint or provide feedback that considers cultural, language, physical or other support needs including how to access advocates, language and other support services.

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- Provide staff with information and training on:
  - how to encourage feedback
  - how to provide feedback on service quality and improvement opportunities
  - what to do when feedback or complaints are received
  - determining when feedback should be managed as a complaint and
  - identifying when elders may need support from advocacy, language and hearing services and how these are accessed.
  
- Establish effective complaints management practices that:
  - are transparent, fair, respectful and based on natural justice
  - adopt a positive, blame free approach that focuses on the process not a person and avoids any negative repercussions for the person providing the feedback
  - ensure appropriate investigation into the cause is undertaken
  - apply the principles of open disclosure when things go wrong (see Open Disclosure Policy) and ensure accurate and current records are maintained including the:
    - name of the person making the complaint (unless choosing to remain anonymous)
    - dates the complaint was received, acknowledged and responded to
    - substance of the complaint and
    - details of the response actions including the person responsible, due date and status.
  
- Partner with the person making a complaint throughout the management process including inviting them to participate, keeping them informed involving them in identifying the solution or follow-up actions and/or encouraging them to share ideas about improving the process.
- Complete any actions agreed on to satisfactorily resolve the complaint.
- Facilitate an external or independent review of the complaint, including working cooperatively with the Aged Care Quality and Safety Commission when appropriate.
- Keep a record of all complaints and feedback in a central register that includes the type of complaint to help identify trends.
- Periodically analyse feedback and complaint data to identify trends and opportunities for improvement. Regularly report complaints and feedback data and trends to the governing body.
- Include elder feedback in the design, development, delivery and evaluation of care and support services. Record opportunities for improvement identified through complaints and feedback in the organisation's Plan for Continuous Improvement.
- Regularly review the feedback and complaints management processes.

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## Roles and Responsibilities

The governing body is responsible for ensuring systems and processes for responding to feedback and complaints are maintained.

Management is responsible for:

- fostering an environment where feedback and complaints are encouraged, reported, investigated and outcomes incorporated into continual improvement activities
- ensuring matters contained in this policy are endorsed and clearly communicated to all relevant personnel within the organisation
- ensuring applicable staff have the required skills to effectively manage complaints
- providing training and education on open disclosure for management and senior staff taking a 'no-blame' approach when responding to and managing complaints
- implementing a process for reporting feedback and complaint matters to the Executive Team and Governing Body
- monitoring feedback and complaint data as well as the effectiveness of this policy as part of continuous improvement activities and
- ensuring industry standards for complaints management are met.

All staff, consumers/residents, volunteers and contractors are responsible for understanding and abiding by the Feedback and Complaints Policy and related processes.

## Suggested Evidence

- Tools and resources used
- Results of elder feedback
- Complaints register
- Continuous Improvement Plan

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## References

Name	Source
Better Practice Guide to Complaint Handling in Aged Care Services	Department of Health
Better Practice Guides	Commonwealth Ombudsman
Good Governance Principles and Guidance	Australian Institute of Company Directors
Aged Care Open Disclosure Framework and Guidance	Australian Commission on Safety and Quality in Health Care
Seniors Legal Services	Seniors Rights Services
Creating a No Blame Culture	BMJ Journals

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