

Comments, Compliments and Complaints

Policy Statement

Riverview Lutheran Rest Home Inc aims to provide the best possible care and services for our residents, therefore welcomes complaints, comments and suggestions to assist us in improving care and services to residents and the wellbeing of our staff.

Riverview Lutheran Rest Home Inc is committed to ensuring that any person or organisation using Riverview Lutheran Rest Home Inc services or affected by its operations has the right to lodge a complaint or to appeal a decision of the organisation. All concerns that are raised will be addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organisation will provide a complaints and appeals management procedure that:

- allows any person to make a complaint or provide feedback
- facilitates complaints by cultivating a supportive environment in which they can be made
- is simple, accessible and easy to use
- is effectively communicated and promoted to all clients and stakeholders
- is proportionate to the size of the organisation and the services it provides
- ensures complaints or appeals are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice

complies with legislative requirements

Purpose

To ensure that all residents, and their families/representative, carers and advocates, staff and volunteers are encouraged and supported provide feedback make suggestions and to raise any concerns they have about the service or organisation.

Definitions:

Complaint: is an expression of dissatisfaction made to or about an organisation regarding its staff, services or products that warrants response or resolution.

Complainant: is an employee, client, advocate, entity or member of the public who expresses their dissatisfaction about an organisation to either the organisation itself or an external body.

Escalation: is the process of reporting complaints to the Aged Care Quality and Safety Commission if the complainant is not satisfied with the outcome of their complaint.

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Policy

Riverview Lutheran Rest Home Inc will:

- residents, and their families/representative, carers and advocates, staff and volunteers consider all complaints it receives
- treat all complainants with respect, recognising that the issue of complaint is important to the complainant
- maintain confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution. Information will only be disclosed if required by law, or if otherwise necessary
- ensure support and advocacy is available to clients who make a complaint and require support
- resolve complaints, where possible, to the satisfaction of the complainant
- deal with all complaints in a timely manner, and aim to provide a formal response to the complainant within 30 days of the complaint being received
- keep parties to the complaint appropriately involved and informed of progress of the complaint
- ensure that all complainants are aware of and understand how to escalate their complaint to The Aged Care Quality and Safety Commission
- ensure that a complainant is not penalised in any way or prevented from use of services during the progress of an issue
- ensure that feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements
- review and evaluate the accessibility and effectiveness of the complaints management system and continually improve its processes

Grievance procedure

Making a complaint

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time
- the Manager of that staff member
- the Director of Nursing
- the Chief Executive Officer
- If the matter has not been resolved at operational level the Riverview Board or
- The Aged Care Quality and Safety Complaints Commission

Complaints may also be made by:

- submitting a completed Feedback and Complaints form into the Suggestion Boxes located

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at the Entrance to the Edwards dining room, and the entrance near Traeger.

- Online through the feedback button on the Riverview website
- Written complaints may be sent to 5 Luther Road Loxton SA 5333. The Director of Nursing will be responsible for receiving this correspondence and directing it to the appropriate person.
- Feedback and complaints via telephone may be made on (08) 85847370
- Anonymous complaints may be made by form submitted via the suggestion box, or mail

In addition, staff may make comments, suggestions, complaints to their manager in person, via direct message in Leecare, or via the Leecare comments, suggestions, complaints form.

If the complaint is about:

- a staff member, the complaint will normally be dealt with by the manager of that staff member
- a senior staff member, the complaint will normally be dealt with by the Chief Executive Officer
- Chief Executive Officer the complaint will normally be dealt with by the Board Chairperson

Lodging an appeal

Clients or their advocates may lodge an appeal if they disagree with a decision made by the organisation, or by a staff member. An appeal should be made in writing and submitted to the Chief Executive Officer.

Any staff member may be a recipient of a complaint, and is responsible for:

1. Receiving the complaint:

- listening to the complainant, acknowledging the concern raised, and explaining the next steps to the complainant
- Depending on the type and severity of the complaint, either discussing with the complainant an agreed upon resolution (for smaller matters), or referring the complaint on to their manager for further investigation and action.

The person managing the complaint will be responsible for:

2. Processing the complaint or appeal:

- registering the complaint or appeal in complaints log
- informing the complainant that their complaint has been received and providing them with information about the process and time frame

3. Investigating the complaint or appeal if it is not a small matter that was resolved immediately:

Riverview Lutheran Rest Home Inc.

- examining the complaint within a reasonable timeframe of the complaint being received
- investigating the complaint and deciding how to respond
- informing the complainant by letter within 30 days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution

As far as possible, complaints or appeals will be investigated and resolved within 30 days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

4. Responding to and resolving the complaint:

- making a decision or referring to the appropriate people for a decision within 30 days of the complaint being received
 - informing the complainant of the outcome and the reasons for any decisions made
 - upheld (and if so what will be done to resolve it)
 - resolved (and how this has been achieved); or
 - if no further action can be taken, the reasons for this
- informing the complainant of any options for further action if required
- if an apology is in order, ensuring that the appropriate person makes the apology and informs the complainant what the organisation intends to do to avoid further grievance

5. Reviewing the complaint:

If the complainant is not satisfied with the investigation and proposed resolution of their complaint or appeal they can seek a further review of the matter by putting their concerns in writing, describing what actions/resolution has been proposed to date by the organisation and why they believe the matter is not resolved. This should be submitted to the Chief Executive Officer, or the Chairperson of the board if the complainant believes the CEO has not resolve the matter to satisfaction.

6. Referral to external procedure:

A formal external complaints procedure may follow Step 4 if the complainant is still not satisfied with the outcome. The complainant will be referred to Aged Rights Advocacy Service, and or/ the Aged Care Quality and Safety Complaints Commissioner and provided information and support to make the complaint externally if necessary.

Complaints involving specific staff members [or volunteers]

The Department Manager has delegated responsibility for resolving complaints or disputes involving staff members in their team [or volunteers].

Internal complaints, where a staff member [or volunteer] makes a complaint concerning another staff member [or volunteer], will be dealt with by that staff members Manager.

Riverview Lutheran Rest Home Inc.

External complaints by clients or stakeholders made against a staff member [or volunteer] will be managed by the that staff members manager who will:

- notify the staff member [or volunteer] of the complaint and its nature
- investigate the complaint and provide the staff member [or volunteer] with an opportunity to respond to any issues raised
- attempt to mediate the dispute (if appropriate) and/or attempt to resolve the matter to the satisfaction of the outside party
- take any other action necessary to resolve the issue

Any disciplinary action against a staff member [or volunteer] arising from a complaint will be taken in accordance with the Riverview Disciplinary Action policy.

Complaints involving the Chief Executive Officer will be managed by the Board Chairperson.

Complaints involving organisation members or Riverview Board members

Complaints made against a board member will be referred to the Chairperson. The Chairperson or their delegate, will:

- notify the person about whom a complaint is being made of the complaint and its nature
- investigate the complaint and provide the member with an opportunity to respond to any issues raised
- attempt to mediate the dispute (if appropriate) and/or attempt to resolve the matter to the satisfaction of the outside party

Where the Chairperson is the subject of a complaint, the complaint should be referred to the Vice Chairperson.

If the matter remains unresolved, the Chairperson or notified office bearer will raise the matter at the next Board meeting. Depending on the seriousness of the complaint, the Board may:

- deal with the matter at its meeting
- or
- refer the matter to the process outlined in the organisation's constitution and/or board manual

Cooperation in external investigations

If any person makes a complaint about Riverview Lutheran Rest Home Inc to an external body (including police, Ombudsman) The Director of Nursing and/or Chief Executive Officer will be responsible for liaising with the body responsible for investigating the issue. Riverview Lutheran Rest Home Inc will fully cooperate in any investigation which may take place, This includes participating in early resolution, conciliation, and/or reporting to the body about resolution and corrective actions if required.

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Record keeping

A register of complaints and appeals will be kept in the complaints register for a minimum of seven years after the complaint has been made. The register will be maintained by the Director of Nursing and will record the following for each complaint or appeal:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence will be kept in the Complaints folder in the Director of Nursing Office.

The complaints register and files will be confidential and access is restricted to the Riverview Management team.

A statistical summary of complaints and appeals will also be kept electronically] and maintained by the Director of Nursing who will be responsible for preparing a report on Comments complaints and suggestions, to the Riverview Operational Management Committee monthly and the Riverview Board at each meeting.

Results from this report will be reviewed by the Director of Nursing, Chief Executive Officer, and General Services Manager and used to:

- inform service planning by including a review of complaints and appeals in all service planning, monitoring and evaluation activities
- inform decision making by including a report on complaints and appeals as a standard item on staff and management meeting agendas

Continuous improvement of the complaints management system

The complaints management system will be reviewed and evaluated annually. This will include:

- review of all complaint and feedback policies and procedures
- client and staff feedback about the accessibility and effectiveness of the complaints management system
- implementation of a continuous improvement plan based on the review and feedback received

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Aged Rights Advocacy Service Ph 08 8232 53777, or toll free 1800 700 600

Aged Care Quality and Safety Commission contact details

The Aged Care Quality and Safety Commission provides a free service that can be used to raise a concern or complaint about any of the care or services received from an Australia Government subsidised Aged Care service provider.

Online: <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

Telephone: 1800 951 822

If you need an interpreter, you can ask for one when you call. Alternatively, contact one of the services below and ask them to help contact us on 1800 951 822:

- [Translating and Interpreting Service \(TIS\)](#) - 131 450
- [Aboriginal Interpreter Service \(AIS\)](#) - 1800 334 944
- [Kimberley Interpreting Service \(KIS\)](#) – 08 9192 3981

For hearing or speech impaired TTY users phone 1800 555 677 then ask for 1800 951 822.

For Speak and Listen users phone 1800 555 727 then ask for 1800 9510822.

For Internet relay users connect to the National Replay Service and enter 1800 500 552.

In writing:

Aged Care Quality and Safety Commission
GPO BOX 9819
Adelaide SA 5000



Riverview
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