



POLICY - CLIENT COMPLAINTS AND GRIEVANCES

ID No: FBCNW-10-19

Version: 6.0

Applies to:	All Employees and Contractors
Applicable Standards: Applicable Legislation:	<ul style="list-style-type: none">• Aged Care Quality Standards, Standard 6• Aged Care Quality and Safety Commission Act 2018• Aged Care Quality and Safety Commission Rules 2018• Accountability Principles 2014• Information Principles 2014• Quality of Care Principles 2014 (including the Accreditation Standards)• Records Principles 2014• Sanctions Principles 2014• User Rights Principles 2014• National Disability Insurance Scheme Act 2013• National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

Having a transparent and accessible complaints handling process is essential for effective service delivery.

Effective processes for handling complaints will assist FBC to:

- improve the quality of care and support being delivered,
- gain insights into the needs and wants of clients,
- address minor issues before they become serious grievances, and
- build positive relationships with clients, their family, friends, and representatives.

A positive attitude towards complainants, and a commitment to resolving complaints, will create a noticeable improvement in client satisfaction. Resolving a complaint within the organisation prevents issues from being raised with the Commission or other bodies unnecessarily.

In practice, most complaints should be capable of resolution without external involvement.

A blame-free, resolution focused complaints culture

A healthy workplace culture is central to effective complaints handling. Complaints provide learning opportunities that look at why something happened and how it can be improved. The traditional approach of looking at what happened and who is to blame creates barriers to good complaints management. FBC has adopted a continuous improvement approach to complaints which:

- encourages regular, ongoing, feedback from consumers and their representatives about the quality of service they receive;
- uses a collaborative approach with complainants to find timely resolutions to complaints through open communication and transparent processes; and

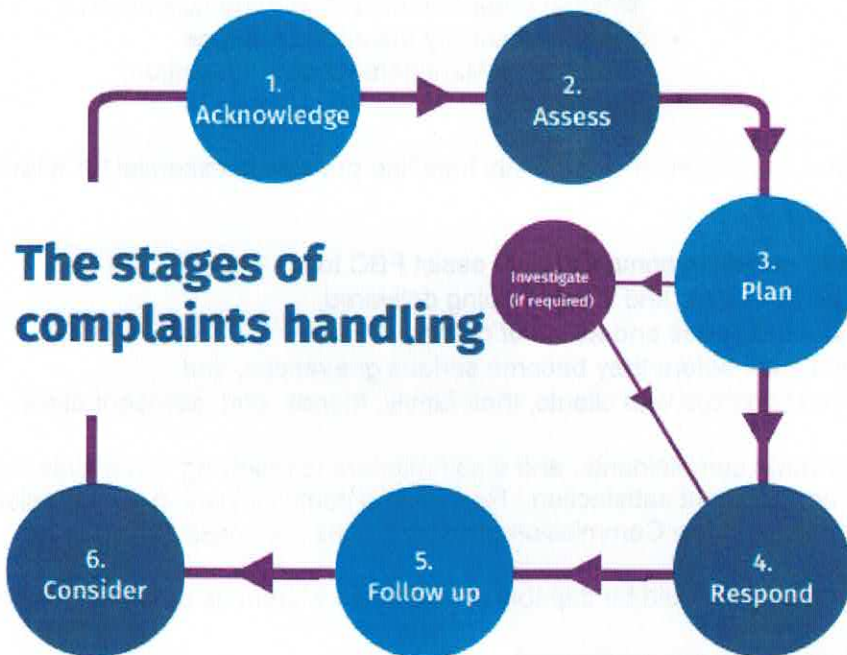
- gains insights from complaints, by considering them in the development of risk management, service delivery, and staff development systems.

The stages of complaints handling

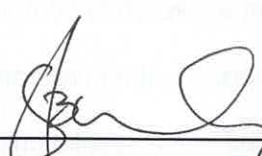
An effective complaints handling process is fair, accessible, responsive, and efficient, and contributes to continuous improvement in service delivery. As demonstrated in the diagram below, the majority of cases can be resolved by the following six steps:

- Acknowledge all complaints quickly.
- Assess the complaint, give it priority, and start to think about which resolution approach you may take. This should include considering any other people who should be consulted about the concerns, such as the client’s legal representative.
- Plan the type of information you may need to collect to assess the complaint and how you will collect it. Where required, investigate the complaint to help inform the resolution approach.
- Respond to the complainant with a clear decision.
- Follow up any concerns.
- Consider the learnings from this complaint and what can be improved systematically or, more broadly, to help prevent the same issue from occurring again.

The aim is for clients, families, representatives, and staff to have confidence in the complaints handling system.



The CEO will develop procedures to fully implement this policy.

Authorised by: 
 ✓ President of the Board

Date: 21/08/2023