

## A16. COMPLAINTS AND CLIENT FEEDBACK

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Home Care
Applies To:	Board, Management and Staff of all IAC Home Care Services
Date:	May 2014 (Review May 2017)

### Background and Purpose

The IAC's Home Care policies articulate our aims, goals and philosophies in caring for our Elders. They explain how the Illawarra Aboriginal Corporation works with its staff, carers and other agencies to ensure that our Elders are afforded the best and most appropriate care and that we meet all of the requirements of the Department of Social Services.

### Principle

The IAC recognises and understands that positive, negative and informative feedback and complaints can help to improve service delivery.

The IAC is committed to working with the Department of Social Services in an open and positive manner to ensure that our feedback and complaints response system is timely and appropriate to the concerns of Elders, staff and the community.

### Our Commitment

*The IAC will:*

- ensure that clients are aware of their rights including their right to complain about the services provided by the IAC and their right to provide feedback
- ensure that complaints and feedback are dealt with appropriately and in a timely manner as per our complaints policies
- ensure that clients can make complaints or feedback without any retribution or impact on the services they receive
- maintain a record of all complaints and feedback
- provide a simple complaint and feedback form
- identify and respond to patterns of complaints that highlight systemic problems in the delivery of services
- seek verbal feedback from Elders where the Coordinator identifies their reluctance to provide written complaints or feedback
- notify complainants about the progress and result of their complaint
- ensure that clients are aware of their ability to directly approach the Department of Social Services with any concerns or complaints

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### COMPLIANCE

*This policy complies with:*

- The Aged Care Act 1997
- Community Care Common Standards
- Home Care Package Program Guidelines

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### REFERENCES

*This policy should be read with:*

- Community Care Common Standards - Standard 3 - Service User Rights and Responsibilities - 3.3 Complaints and Service User Feedback
- HCPP Guidelines F - Rights and Responsibilities
- All Governance policies