		<b>F01</b> <b>Feedback Policy</b>			
Formulated	April 2007	Last Revised	Feb 2023	Due date for review	June 2026
Approved by	Board of Directors		ACQS		6

## STATEMENT

It is the policy of Peninsula Villages to enable consumers, their families and representatives, visitors, staff and volunteers to provide feedback or raise a complaint about any aspect of our service, the care we provide or the operation of our facilities.

The aim of this policy is to create an effective, resolution focussed complaints service, in a blame free culture that improves the quality of care and services provided by adopting a positive approach to resolving complaints.

## OUTCOME


This policy supports a culture of open and transparent service delivery and continuous quality improvement. All feedback is given due consideration and viewed as an opportunity for improvement. Consumers, their families and representatives, visitors, staff and volunteers will be encouraged to provide feedback.

## DEFINITIONS


Term	Definition
Complaints	Expressions of dissatisfaction or concerns about a service made by consumers, their carers or others. All complaints and concerns are included under this definition, whether they are formal written complaints, a concern expressed during discussions with a staff member e.g. case conferences, or views expressed as part of a consumer feedback survey.
Open Disclosure	Open discussion of incidents that result in harm to a consumer while receiving health care.
<a href="#">Informal Complaint</a>	Straight forward matters that staff can resolve at the point of service.
<a href="#">Formal Complaint</a>	Complaints that are not resolved at the point of service, or that are received verbally or in writing, that require follow up, are regarded as formal.
<a href="#">Serious Complaint (Extreme Risk)</a>	Complaints regarding substandard care, mistreatment or abuse or those that come from the Complaints Commission.

## FRAMEWORK FOR COMPLAINT MANAGEMENT

- Consumers and their families are encouraged to provide suggestions, compliments, concerns and complaints and Peninsula Villages will offer a range of ways to do it including meetings, feedback forms, surveys and via an advocate. On admission, consumers and their families are provided with information on the feedback system at Peninsula Villages and how to access it. This includes what to do you if a complaint can't be resolved or if the consumer or their family chooses not to lodge a complaint directly with Peninsula Villages.

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- Information on external complaint submission and advocacy services will be supplied in different languages for culturally or linguistically diverse consumers. A professional interpreter should be engaged where appropriate. Staff should only be requested to translate if professional interpreters are unavailable and the matter is urgent.
- Consumers and their carers are encouraged to discuss any concerns about clinical care with the registered nurses or they can complete a Feedback form. Staff are available on all shifts to discuss issues.
- Staff can use the Feedback Form to record concerns and complaints about the quality of service or care provided to consumers.
- Staff are to encourage consumers to formalise their complaints
- All complainants are treated with respect, sensitivity and confidentiality.
- All complaints are handled without prejudice or assumptions about how minor or serious they are. The emphasis is on resolving the problem using a collaborative approach.
- Consumers, their families, and staff can make complaints on a confidential basis or anonymously if they wish, and be assured that their identity will be protected.
- Consumers and staff will not to be discriminated against or suffer any unjust adverse consequences as a result of making a complaint about standards of care and service.
- Staff will provide assistance to consumers who have special needs, such as those who do not speak English well or are living with a disability, so that they can provide feedback or follow up a complaint.
- All complaints (including informal complaints), concerns and compliments are to be logged in Management Advantage (Manad Plus) in Feedback. Matters that are confidential are to be marked 'private'. All relevant documents and communications should be stored with the related Feedback record. Additional documents may be stored in the folder [P:\Resolution Centre](#). Please note this folder access is restricted due to confidentiality.
- Peninsula Villages manages information in a fair manner, enabling relevant facts and decisions to be openly communicated, while protecting confidentiality and personal privacy.
- When more detailed, long term emotional support is required, Peninsula Villages must ensure the consumer, family and representatives are advised about how to access appropriate counselling or support services.
- Consumers with cognitive impairment should be involved directly in communications about what has happened to them. It is Peninsula Villages' responsibility to work with relevant support or other persons to determine the most accessible type and format of communication for the individual involved.
- Peninsula Villages has a risk management program, which includes strategies for managing complaints as part of indicator monitoring, with tools to support routine identification and classification of risk (See [PVL Risk Rating Guide](#)).
- Peninsula Villages has a system to notify senior management of serious risks rapidly and effectively, enabling prompt and appropriate action.
- Peninsula Villages will notify appropriate external bodies, such as professional registration boards, the Aged Care Quality and Safety Commission, NDIS, coroners, police and other regulators as required.

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### PROCESS FOR MANAGING AN INFORMAL COMPLAINT


If a staff member receives an informal complaint, they should:

- listen to the complainant and show understanding and empathy
- attempt to identify the problem and the outcomes sought by the complainant
- provide an explanation and apology or expression of regret, if appropriate
- offer solutions and find out if the solutions are acceptable
- take action to implement the solution offered
- document the issue reported, the agreed solution and the intervention in the consumer's progress notes and mark the event type as 'complaint'. It should also be documented in the feedback register so that all feedback is able to be tracked.

If the complainant is not satisfied with the outcome, or the staff member feels that the complaint should be escalated due to the seriousness of the issue or it's out of the scope of the staff member's responsibility, the complaint should be escalated and treated as a formal complaint.

### PROCESS FOR MANAGING A FORMAL OR SERIOUS COMPLAINT

- Consumers are encouraged to provide feedback:
  - in writing by dropping a completed Feedback Form to a nurse's station or to reception
  - in person, verbally to any Manager working within the Village
  - in person, verbally by approaching a member of staff for assistance
  - in writing by email to [agedcare@peninsulavillages.com.au](mailto:agedcare@peninsulavillages.com.au)
  - by telephone on 02 4344 9199 asking to speak with the Executive Assistant.
  - in writing by mail to: The Chief Executive Officer, Peninsula Village, 91 Pozieres Ave, Umina, NSW, 2257.
- Once received, all formal and serious complaints are to be directed to the Executive Manager – Quality and Organisational Development (or their delegate if they are unavailable) as soon as the complaint is received. The complaint will be reviewed within 48 business hours and an acknowledgment sent to the complainant. The acknowledgement will detail who the complaint has been sent to for investigation and the expected time frame for further follow up.
- All formal or serious complaints aim to be investigated and resolved within 30 days.
- The complaint will be sent to the most appropriate manager for assessment and follow up. Generally, managers are responsible for the management of the matters specific to their department and complying with this policy and the processes around any feedback received.
- The manager will review the formal or serious complaints to determine:
  - the events that occurred
  - the underlying causes or contributing factors
  - preventive or corrective strategies
- Peninsula Villages assesses all complaints to determine the most appropriate dispute resolution process, taking into account the seriousness and complexity of the complaint and the wishes of the complainant. The complaints resolution process used by Peninsula Villages is equitable, objective and fair to all parties.

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- Peninsula Villages informs complainants and staff (as appropriate) of the outcomes of investigations and provides reasons for its decisions. Where appropriate, Peninsula villages will provide complainants with the known facts, a summary of the factors contributing to the complaint, information on what will be done to avoid repetition and how changes will be monitored

## COMPLIMENTS

All compliments received are to be sent to the Executive Manager – Quality and Organisational Development (or delegate if unavailable) where they will be logged in Manad and then sent a formal acknowledgement and thank you for taking the time to submit their feedback.

The Executive Manager – Quality and Organisational Development will forward the compliment to the relevant department manager for dissemination to staff where appropriate.

## THE ROLE OF FEEDBACK IN CONTINUOUS QUALITY IMPROVEMENT

The feedback system is a mechanism for continuous improvement as it provides the opportunity for Peninsula Villages to review and modify the care or service/s delivered to ensure it meets requirements. Complaints are discussed at quality meetings, board meetings and care governance meetings and are drivers for organisational improvements.

Peninsula Villages reviews individual complaints, and analysis of trends and patterns in complaints for the purpose of clinical governance and quality improvement.

Peninsula Villages submits complaints data for sign off by the Board of Directors.

The Clinical Governance Manager is responsible for analysing feedback trends for the purposes of informing ongoing improvement activities within the service.

## REFERENCES

Aged Care Quality and Safety Commission. Better practice guide to complaints handling in aged care services. 2021.

Australian Commission on Safety & Quality in Health Care. Better Practice Guidelines on Complaints Management for Health Care Services. 2004.

Australian Commission on Safety & Quality in Health Care. Complaints management handbook for Health Care Services . 2005.

Australian Standard, Complaints Handling, AS4269. 1995

## REVISION HISTORY (COMMENCED APRIL 2022)

**F01**  
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Date	Review outcomes
03/06/22	Reviewed format of policy and identified a one point of report for formal or serious complaints.