

CARER'S NETWORK

COMPLAINTS AND GRIEVANCE POLICY

SEPTEMBER 2021



Complaints and Grievance Policy

Carer's Network is committed to providing our clients with a high-quality service and recognizes that it is in everybody's interest to resolve any issues quickly, discreetly, and confidentially.

Carer's Network encourages input and feedback that contributes to the continuous improvement of our services. We provide an environment which allows a safe and comfortable platform to make complaints and offer feedback, and ensure the complainant is engaged in the process of redress.

Carer's Network recognizes there can be barriers which make it difficult to make a complaint and ensure we accommodate language, cognitive and cultural differences with the assistance of advocates or interpreters if required. We practice a culture of open communication and transparency which is both responsive and accountable.

Carer's Network is also committed to ensuring any complaints regarding the services provided are managed in accordance with the requirements of all government acts and guidelines of the Aged Care Act 1997 and in accordance with the guidelines for Complaints Management under the Aged Care Quality and Safety Commission as well as the NDIS Quality and Safeguards commission, and the Department of Health and Human Services.

Purpose

The purpose of this policy is to communicate Carer's Network's policies and procedures to ensure feedback, complaints and grievances received are effectively handled and used as quality improvement measures via an accessible, confidential, prompt, and fair system.

Standards for Dealing with Complaints/Grievances

- we will treat all complaints discreetly, fairly, promptly, and confidentially.
- we will examine the complaint within 14 days of being aware of the complaint and will.
- investigate the matter with all persons involved;
- upon completion of the investigation, all parties will be advised of the outcome;
- communicate directly with the complainant or send a response within 28 days of receipt of complaint. Where this is not possible, complainants will be informed and continue to do so until the matter is resolved;
- if the resolution is not a mutually agreeable outcome, matters will be escalated to the relevant authorities as listed below:

My Aged Care: Complaints and Dispute Resolution

- Phone: 1800 951 822
- Online: <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>
- Post: My Aged Care Complaints, PO Box 1237, Runaway Bay, QLD 4216

DVA: Complaints and Dispute Resolution

- Phone: 1800 Veteran (1800 838 372)
- Online: <https://www.dva.gov.au/about-us/feedback-and-fraud/complaints-compliments-and-other-feedback>
- Email: feedback@dva.gov.au

TAC: Complaint and Compliments

- Phone: 1300 654 329 or 1800 332 556
- Online: <https://www.tac.vic.gov.au/about-the-tac/contact-us/complaints-and-compliments>
- Email: complaints@tac.vic.gov.au

NDIS: Complaints Escalation and Dispute Resolution

- Phone: 1800 035 544 (free call from landlines) or TTY 133 677 Interpreters can be arranged
- Online: <https://www.ndiscommission.gov.au/>
- Email: feedback@ndis.gov.au

Complaints to the NDIA can be lodged:

- Phone: 1800 800 110
- Email: feedback@ndis.gov.au
- Post: National Disability Insurance Agency, PO Box 700, Canberra ACT 2601