


<b>Policy No. POL 44</b>	
<b>Complaints and Feedback Policy</b>	

**Statement**

Every Prestige Inhome Care (Prestige) client, staff member or stakeholder has a right to express their opinion about the services we provide. Prestige welcomes complaints and feedback as a valuable indicator about the level of satisfaction with our services.

Prestige seeks to continually improve the quality of care delivery and views all complaints and feedback as an invaluable opportunity for improvement. A complaints management system is implemented to ensure complaints and feedback are addressed in a professional manner and lessons are learnt to prevent or minimise reoccurrence.

**Objectives**

- To resolve complaints at the earliest opportunity in a way that respects and values the person’s feedback while protecting their confidentiality and privacy.
- To provide opportunities for clients to actively influence the way we deliver services by meaningful engagement, listening and responding to feedback.
- To utilise the feedback gained to develop and deliver policies, programs and services that support and enhance the well-being of Prestige clients and stakeholders.

**MAKING A COMPLAINT OR PROVIDING FEEDBACK**

<b>Verbally</b>	Call the Prestige office on 1300 10 30 10
<b>Mail To</b>	Prestige Inhome Care Complaints Officer, PO Box 303, Black Rock VIC 3193
<b>Email</b>	<a href="mailto:feedback@prestigeinhomecare.com.au">feedback@prestigeinhomecare.com.au</a>
<b>Website</b>	Select ‘Contact us’ then ‘Submit feedback’ on our website <a href="http://www.prestigeinhomecare.com.au">www.prestigeinhomecare.com.au</a>
<b>Other</b>	Complaints and Feedback Notification Form (provided at on-boarding/review or available on request)

Complaints should be made in a timely manner to ensure they can be appropriately actioned. It is recommended that they are made in writing outlining your concerns and providing as much detail as possible.

Prestige will investigate and resolve the complaint, and in most instances, a response will be given within 2 business days. If the matter warrants a further investigation, we will contact you and provide a clear time frame for the matter to be handled.

If the complaint is deemed to be of a serious/criminal nature, Prestige may at its discretion involve external authorities e.g. the police to assist with resolving the matter. Should this be the case, Prestige will ensure this is communicated to the complainant as much as is reasonably practicable.

Prestige also welcomes positive feedback in the form of compliments. Any compliment received will be communicated directly to the relevant person/s.

**ADVOCACY AND ALTERNATE COMPLAINT PATHWAYS**

If a person prefers or needs another person to assist or represent them in making and/or resolving their complaint, Prestige will communicate with them through the representative of their choice. Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, member of Parliament, another organisation)

If a person is dissatisfied with the outcome of any complaint or how it has been handled, or prefers an alternative complaints pathway, they may request further investigation by writing to:

- **General Manager Operations**  
PO Box 303, Black Rock, VIC 3193 or email [andrew@prestigeinhomecare.com.au](mailto:andrew@prestigeinhomecare.com.au)
- **Aged Care Quality and Safety Commission**  
GPO Box 9819, Melbourne VIC 3000 or visit their website [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)
- **Disability Services Commissioner**  
Level 20, 570 Bourke Street, Melbourne VIC 3000 or email [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

- **The Ombudsman VIC**  
Level 2, 570 Bourke Street, Melbourne VIC 3000 or visit their website [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

**Related legislation**

Ombudsman Act 1973  
Freedom of Information Act 1982  
Privacy and Data Protection Act 2014  
Health Records Act 2001  
Health Services Act 1988  
Mental Health Act 2014  
Children, Youth and Families Act 2005  
Charter of Human Rights and Responsibilities Act 2006  
Disability Act 2006  
Protected Disclosure Act 2012  
Commission for Children and Young People Act 2012  
The Aged Care Act 1997  
The Complaints Principles 2015

