

Policy No. POL 44	
Complaints and Feedback Policy	

Statement

Every Prestige Inhome Care 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. 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

Verbally	Call Prestige Inhome Care on 1300 10 30 10 and ask for the Complaints Officer
Mail To	Prestige Inhome Care Complaints Officer, PO Box 303, Black Rock VIC 3193
Email	feedback@prestigeinhomecare.com.au
Website	Select ‘Contact us’ then ‘Submit feedback’ on our website www.prestigeinhomecare.com.au
Other	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 the concerns about the standard of service, actions or lack of action by a Prestige staff member affecting an individual client or their family or friend.

Prestige will investigate and resolve the complaint, and in most instances, a response will be given within 48 hours. If the matter warrants a further investigation, we will contact you and provide a clear time frame for the matter to be handled.

Prestige also welcomes positive feedback in the form of compliments. Any compliment regarding a Prestige employee 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
- [The Ombudsman VIC](#)
Level 2, 570 Bourke Street, Melbourne VIC 3000 or via their [online complaint form](#)
- [Aged Care Complaints Commissioner](#)
GPO Box 9848, Melbourne VIC 3000 or email: enquiries@agedcarecomplaints.gov.au
- [Disability Services Commissioner](#)
Level 20, 570 Bourke Street, Melbourne VIC 3000 or email: complaints@odsc.vic.gov.au

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