


Policy No. POL 44	
Complaints and Feedback Policy	

Statement

Prestige Inhome Care (Prestige) acknowledges that every client, staff member or other interested parties has a right to express their opinion about the services we provide.

Prestige is committed to continually improve the quality of care delivery and views all complaints and feedback as an indicator of the level of satisfaction with our services as well as an 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 and/or minimise recurrence.

Should you wish to make a complaint or provide feedback, you can do so without fear of any negative consequences to the care and services you receive from Prestige.

Objectives

- To resolve complaints at the earliest opportunity in a way that respects and values your feedback while protecting your confidentiality and privacy.
- To provide opportunities for you to actively influence the way we deliver services by meaningful engagement, listening and responding to your feedback.
- To utilise the feedback gained to develop and deliver policies, procedures and services that support and enhance your well-being.

HOW YOU CAN MAKE A COMPLAINT OR PROVIDE FEEDBACK

Verbally	Call the Prestige office on 1300 10 30 10
Mail To	Prestige Complaints Officer, Level 1, Suite 101, 1 Cochranes Rd, Moorabbin VIC 3189
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 (available on request)

Complaints should be made in a timely manner to ensure they can be appropriately actioned. It is recommended they be 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 to you 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 you 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.

OPEN DISCLOSURE

Prestige commits to open and transparent discussion with you when things go wrong during the provision of your care.

We will apply open disclosure when dealing with your complaint by:

- Apologising and/or expressing regret to you when things go wrong;
- Addressing any immediate needs or concerns you may have and providing support;
- Explaining the steps we will take to prevent this happening again;
- Involving any representatives, family members, carers or other support persons that you may wish to be involved.

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ADVOCACY AND ALTERNATE COMPLAINT PATHWAYS

If you prefer or need another person to assist or represent you in making and/or resolving a complaint, Prestige can assist you to access an advocate and will communicate with you through the representative of your choice. Anyone may represent you to make a complaint e.g. advocate, family member, legal or community representative, Member of Parliament or another organisation.

If you are dissatisfied with the outcome of any complaint or how it has been handled, or prefer an alternative complaints pathway, you may request further investigation from:

- **Aged Care Quality and Safety Commission** (www.agedcarequality.gov.au)
 GPO Box 9819, Melbourne VIC 3000
 Phone: 1800 951 822
 TTY users: 1800 555 677 then ask for 1800 951 822
 Speak and listen users: 1800 555 727 then ask for 1800 951 822
- **NDIS Quality and Safeguards Commission** (www.ndiscommission.gov.au)
 PO Box 210, Penrith NSW 2750
 Phone: 1800 035 544
 TTY users: 133 677
- **Commonwealth Ombudsman** (www.ombudsman.gov.au)
 GPO Box 442, Canberra ACT 2601
 Phone: 1300 362 072
 TTY users phone 133 677 then ask for 1300 362 072
 Speak and Listen users phone 1300 555 727 then ask for 1300 362 072
- **Office of the Public Advocate** (www.publicadvocate.vic.gov.au)
 Level 1, 204 Lygon Street, Carlton VIC 3053
 Phone: 1300 309 337
 TTY users: 1300 305 612
- **Older Persons Advocacy Network** (www.opan.com.au)
 C/o Seniors Rights Service, L4, 418A Elizabeth St, Surry Hills NSW 2010
 Phone: 1800 700 600
 Interpreter: 131 450
 National Relay Services: 133 677