

6.1 FEEDBACK AND COMPLAINTS GUIDE

6.1.1 CONSUMER OUTCOME¹

“I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints; and appropriate action is taken.”

6.1.2 ORGANISATION STATEMENT²

Regular input and feedback from consumers, carers, the workforce and others, is sought and used to inform individual and organisation-wide Continuous Improvements.

6.1.3 OUR POLICY³

Meracare:

- Encourages and supports consumers, family, friends, carers and others to provide feedback and make complaints.
- Ensures consumers are made aware of and have access to advocates, language services and other methods of raising and resolving complaints.
- Ensures appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.
- Reviews feedback and complaints and uses them to improve the quality of care and services.

6.1.4 RESPONSIBILITIES

- Management develop, maintain, promote and monitor processes and procedures that ensure that consumers are encouraged and supported to make complaints and provide feedback and that these are effectively responded to. Open disclosure is the basis of our approach to managing complaints and feedback.
- Staff follow policies and procedures, participate in development opportunities and encourage and support consumers in making complaints, providing feedback and resolving issues. Staff utilise complaints and feedback to identify ways to improve care and services.
- Consumers and/or their representatives make complaints and provide feedback whenever they feel it is necessary and advise management if they feel they are not encouraged or supported to do so.

6.1.5 MONITORING THE COMPLAINTS AND CONSUMER FEEDBACK PROCESS

Feedback and complaints processes and systems are regularly audited as part of our audit program and staff, consumers and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Corporate Calendar](#) in Forms/Governance Documents and 8.9 Continuous Improvement).

¹ Australian Government Aged Care Quality and Safety Commission, [Guidance and resources for providers to support the Aged Care Quality Standards](#) (September 2022). Website accessed May 2023

² Ibid., p.104. Note that Ibid means 'in the same source last referenced in the footnote above.'

³ Ibid., p.104.

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