

1. Purpose

Warner Health and Wellness Centre (the Centre) values quality services, continuous improvement, and the satisfaction of its patients and staff/contractors.

This Compliments, Complaints and Feedback Policy and Procedure supports the Centre's ability to gather information from patients, staff/contractors and other stakeholders to drive continuous improvement and quality management. Feedback data will be reviewed regularly for trends, and insights will be reported to Centre management and used to improve service delivery, inform training, and shape policy, so that the Centre continues to provide high-quality care and a positive patient experience.

2. Policy Statement

- 2.1.** This policy provides a safe, fair, confidential and efficient avenue through which patients, stakeholders and staff/contractors are encouraged and supported to give compliments, make complaints and provide feedback.
- 2.2.** All Compliments, Complaints, and Feedback will be handled in accordance with Murray Mallee Aged Care Group Inc's Compliments, Complaints and Feedback Procedures.
- 2.3.** The Centre will ensure the compliments, complaints and feedback process is accessible, straightforward, and allows for anonymous submissions.
- 2.4.** The Centre upholds the rights set out in the Australian Charter of Healthcare Rights, ensuring all complaints and feedback processes respect and promote those rights.
- 2.5.** Any person who raises a compliment, complaint or provides feedback may be involved in the investigation and resolution process if they wish to be.
- 2.6.** All compliments, complaints and feedback will be recorded in the Centre's Feedback and Complaints Register to support documentation, investigation, oversight and review of any corrective actions or improvements, and to enable trend analysis and accountability.
- 2.7.** Patients who submit a compliment, complaint or feedback may, on request, access the documentation relating to their submission.

3. Definitions

Complaint: A formal or informal expression of dissatisfaction by a patient, staff/contractors or stakeholder regarding any aspect of care or service delivery. Complaints require investigation, resolution and appropriate follow-up action.

Feedback / suggestion for improvement: Any comment, suggestion or observation provided by a patient, staff/contractors or stakeholder about their experience with the Centre's services. Feedback can be positive, neutral or negative. Positive and neutral feedback may not require a formal resolution but is used to improve service quality. Negative feedback will be treated as a complaint and investigated.

Compliment: Positive feedback received from a patient, staff/contractors, or stakeholder. No investigation or resolution process is required.

4. Responsibilities

All staff/contractors of the Centre are responsible for adhering to this Compliments, Complaints and Feedback Policy and Procedure.

All staff/contractors have a responsibility to:

- Acknowledge, report and document all compliments, complaints and feedback received.
- Ensure all patients are aware of their rights and are supported to make a compliment, complaint or provide feedback, including where they need assistance to do so.
- Ensure all patients are aware of how they can make a complaint to an external body if they wish to do so.
- Keep all information confidential, and only disclose it where required by law or where disclosure is otherwise appropriate in the circumstances.

Reception and clinical staff/contractors have additional responsibilities to:

- Provide and explain this Policy and Procedure, and the associated Compliments, Complaints and Feedback Form, to patients during registration or periodic review.
- Acknowledge compliments, complaints and feedback from patients and their families and provide immediate support where needed.
- Record compliments, complaints and feedback in the Feedback and Complaints Register, including all relevant details.
- Respond to and implement any actions assigned by the their Manager as soon as possible, and within five (5) business days unless an extension is required due to operational demands or conflicting priorities.

Quality and Compliance Officers are responsible for:

- Managing the lifecycle of complaints and feedback, from receipt through to resolution and closure.

- Conducting thorough, objective and fair investigations into complaints.
- Ensuring all complaints, feedback and resolutions are documented accurately in the Feedback and Complaints Register.
- Reviewing any decision made in relation to a complaint or feedback if the person requests a review.
- Ensuring complaint investigations are completed within 30 days unless an extension is required.
- Identifying systemic issues and recommending corrective actions.
- Ensuring open disclosure principles are consistently applied when resolving complaints.
- Engaging with patients, their families and advocates to ensure transparency in the resolution process.
- Regularly reviewing and improving the complaints and feedback management process.

The Deputy CEO & Operations Manager is responsible for:

- Ensuring the complaints and feedback management process aligns with regulatory requirements and the Centre's objectives.
- Reviewing complaints and feedback trends and implementing any necessary policy or service changes.
- Ensuring open disclosure principles are applied consistently across the Centre.
- Overseeing the review and closure of complaints, feedback and compliments, and escalating matters for governance purposes where appropriate.
- Retaining all related documentation for a minimum of seven (7) years.
- Undertaking any external reporting required under relevant Commonwealth and state laws.

5. Ways to Provide Compliments, Complaints and Feedback

To make the process easy, quick and reliable, patients, representatives, staff/contractors and other stakeholders can provide compliments, complaints and feedback in the following ways:

- The Centre's website
- The Centre's social media page
- By post to the Centre
- By telephone to the Centre
- The Compliments, Complaints and Feedback Form, available at reception
- In person to any staff/contractor

Additional accessibility measures will be provided to ensure patients with communication barriers (for example, language or disability) can provide feedback through alternative means, such as an interpreter or with the assistance of an advocate.

6. Related Documents and External Bodies

Reference standards and legislation:

- Australian Charter of Healthcare Rights
- RACGP Standards for general practices (patient feedback and complaints)
- Privacy Act 1988 (Cth) and the Australian Privacy Principles

External bodies (if a matter cannot be resolved with the Centre):

Health and Community Services Complaints Commissioner (HCSCC) – SA: 1800 232 007 or (08) 8226 8666, info@hcscc.sa.gov.au, www.hcscc.sa.gov.au (Level 4, East Wing, 50 Grenfell Street, Adelaide SA 5000). Note: if the Centre operates outside South Australia, refer to the relevant state or territory health complaints body.

Australian Health Practitioner Regulation Agency (AHPRA) – for concerns about the conduct, performance or health of a registered practitioner: 1300 419 495, www.ahpra.gov.au.

Office of the Australian Information Commissioner (OAIC) – for unresolved privacy concerns: www.oaic.gov.au.

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