Complaints Handling Policy

Olivet Care welcomes feedback from all care recipients, their families, carers and supporters, members of the workforce, and other key stakeholders and takes all complaints or concerns that may be raised seriously. This Complaints Handling Policy is designed to assist you to understand how to make a complaint.

What is a Complaint?

A complaint is an expression of dissatisfaction made to Olivet Care related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Olivet's Commitment

Olivet Care is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with:

- International complaints handling standard (ISO 10002:2018 Quality Management – Customer Satisfaction – Guidelines for complaints handling in organizations),
- Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations)
- Aged Care Quality and Safety Commission's Better practice guide to complaints handling in aged care services.

We have established an online complaints management system which allows us to effectively capture, manage and report on complaints.

Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to our commitment. Our internal complaints handling process are available at no cost.

How Do I Make a Complaint?

We ask that, where appropriate, you first raise the matter directly with a member of our workforce. If that is not appropriate or the issue was not addressed to your satisfaction, please contact us on 9131 5500 or reception@olivet.com.au so that the complaint can be directed to the appropriate Manager.

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:

1. Completing a "Your Feedback" form and posting it in the suggestion boxes or emailing it to reception@olivet.com.au.
2. Writing a letter to the organisation addressed to "The Complaints Manager".
3. Telephoning the organisation and asking to speak to one of the Executive Management Team. Our receptionist will redirect the phone call to a Senior Manager depending on the nature of the complaint.

All formal complaints will be logged into our online complaints management system and managed in accordance with our Complaints Handling Program.

Residents, clients and their supporters have access to services that can assist them in providing feedback, including a complaint, by discussing any concerns about the care that they or someone else is receiving. The available services include:

- Advocacy Service – Older Persons Advocacy Network (OPAN) on 1800 700 600
- Translating and interpreting services
- National Relay Service if you have a hearing or speech impairment.

Complaints Made to the Aged Care Quality and Safety Commission

If you are not satisfied with the outcome of Olivet's internal complaints handling process, you may make a complaint to the Commission which provides a free service for anyone to raise a concern or make a complaint about the quality of care or services provided to people receiving Australian Government funded aged care. The contact details for the Commission are as follows:

> **Email**: info@agedcarequality.gov.au
> **Call**: 1800 951 822 (free call) and ask to provide feedback on an aged care service
> **Website**: https://www.agedcarequality.gov.au/making-complaint

Olivet Care agrees to be bound to the Commission's recommendations and will ensure that any recommendations made are implemented within 30 days of receipt of the report.

Confidentiality

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. We are committed to maintaining the confidentiality of information throughout the complaints process.

Personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.