



## FEEDBACK AND COMPLAINTS

Albany Community Care is committed to providing high quality care and services. You can assist us by providing your feedback about what you like, what you don't like, and your suggestions for how we can improve.

Albany Community Care takes all feedback and complaints seriously, and we welcome them as an opportunity to improve the services we provide.

This brochure informs you of how you can give feedback or make a complaint, and what to expect.

### What can I give feedback about?

You have a right to give feedback or make a complaint to Albany Community Care or The Aged Care Quality and Safety Commission regarding any incident or issue that occurs during the delivery of our services, or any concern or suggestion in connection with our services.

### Your rights

We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to the Aged Care Quality and Safety Commission if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.
- Use an advocate of your choice to speak on your behalf or with you. The National Aged Care Advocacy Line can be reached on 1800 700 600.

### How to give feedback or make a complaint

You can submit feedback and complaints by:

- completing a **Feedback Form**
- emailing your coordinator or [reception@acc.org.au](mailto:reception@acc.org.au)
- calling us on 08 9841 8668
- writing a letter and dropping it to our reception or posting it to us at PO Box 5102, Albany WA 6330

### Our feedback procedure

- You will receive an acknowledgement of your feedback and any actions we have taken within 5 working days.
- We will use your feedback to review our systems, policies and procedures to improve our services.

### Our complaints procedure

- You will receive an acknowledgement of the complaint within 5 working days.
- The manager or supervisor of the area about which you are complaining will discuss with you (and your family/ carer/ advocate) all the details of the complaint, including the outcomes you would like to see.
- If appropriate, we will conduct an investigation into the circumstances surrounding your complaint.
- You will receive information on the outcomes of your complaint and be given the chance to ask for a review or refer the complaint to the Aged Care Quality and Safety Commission.
- We will use your complaint to review our systems, policies and procedures to improve our services.

### Our obligations

For all feedback and complaints made to us we will:

- Treat all complainants with dignity and respect.
- Attempt to resolve the issue to the best outcome for all parties.
- Keep you informed of developments regarding your complaint.
- Maintain confidential records regarding your complaint.
- Provide support to access translation, advocacy, or other support services.
- Report any breaches of legislation to the relevant authority.

Some complaints can be resolved on the spot; however, others may require an investigation which can take time.

Albany Community Care will endeavour to resolve complaints as soon as we can, and keep you informed of the process.