



WARRAWEE LODGE

Waikerie Community Senior Citizens Home Incorporated

53A Elders Way, WAIKERIE SA 5330 AUSTRALIA
Tel: 08 85413655 Email: admin@warrawee.org.au
<http://www.warrawee.org.au>

FEEDBACK AND COMPLAINTS POLICY AND PROCEDURE

PURPOSE STATEMENT:

- WCSCHI supports and encourages your right to share feedback, compliments, suggestions for improvement and complaints.
- The Board and Management welcome feedback, compliments, suggestions for improvement and complaints as part of our commitment to provide a high-quality service.
- We are committed to delivering positive service experiences, which meet your needs and fulfil our obligations to you. While we always strive for this, there may be times when you don't agree. If this happens, we want to hear about it so that we can work with you to address your concerns and resolve issues. Seeking to resolve concerns or complaints is part of our responsibility to you.
- Our aim is to provide a welcoming environment for you to raise a concern or a complaint and we understand the importance of resolving matters promptly. We will not treat you any differently if you make a complaint or share your feedback with us.
- We also encourage you to tell us what we're doing well because we appreciate hearing from you. We value open and timely communication because it benefits our ongoing relationship with you and helps us to continuously grow and improve our services.
- A copy of this feedback, compliments, suggestions for improvement and complaints Policy and Procedure is available for you to view on our website www.warrawee.org.au.

POLICY:

WCSCHI is committed to the provision of a quality retirement living service and a positive blame-free approach to the provision of all feedback, compliments, suggestions for improvement and complaints.

Compliments received by our residents tell us what we are doing right, and complaints received are seen as an opportunity for improvement.



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All feedback, compliments, suggestions for improvement and complaints are taken seriously and all reasonable steps will be taken to understand any issues or concerns raised and resolve them promptly.

FEEDBACK AND COMPLAINTS PROCEDURE:

Feedback and complaints may be lodged in several ways by;

- completing a Warrawee feedback form and placing it in the Administration Office secure mailbox, or via email admin@warrawee.org.au. Forms are available from the Administration Office or can be downloaded from www.warrawee.org.au
- verbally to the Village Manager, the Administration Support Officer, or Grounds & Maintenance Staff, or a member of the WCSCHI Board. These people will fill in a feedback form on your behalf.
- in writing addressed to the Village Manager or Board and placed in the secure mailbox outside the Administration Office.

Feedback will be acknowledged within two business days, logged in the organisation's feedback, compliments, suggestions for improvement and complaints register and tabled at the following Board meeting including any actions taken.

Complaints - Guiding Principles

Residents who choose to make a complaint will:

- have their complaint acknowledged within two business days.
- be provided with information about the complaint handling process.
- be able to include support people of their choosing in the management of their complaint.
- be listened to, treated with respect, and actively involved in the complaint process where possible and appropriate.
- co-operate with any requests for further information.
- treat the people handling their complaint with courtesy and respect.
- be provided with reasons for decision/s made by the Board or Management and any options for redress or review and
- be invited to provide feedback on the process when concluded.

In response to complaints raised - WCSCHI will:

- treat all complaints as genuine.
- act impartially and properly assess the complaint.
- treat the person making the complaint with courtesy and respect.
- ensure the person investigating the complaint has the required skills and knowledge to undertake that investigation.
- undertake to manage the process in a timely manner.
- regularly inform the person making the complaint about the status of their complaint, even if there has been no progress and
- treat information confidentially.

Where possible residents are encouraged to lodge their complaint in writing. This will assist with understanding the nature of the complaint and enable an initial assessment to be undertaken on the appropriate course of action, that is, it may be a matter that can be remedied immediately or for more serious or complex matters, it may require a thorough investigation and/or third-party advocate intervention.

A written complaint should include how the complainant is seeking to resolve the matter and if the outcome they are seeking is reasonable and realistic. A written complaint should also include an appropriate suggested timeframe for the complaint to be resolved, usually no more than 10 working days.

Anonymous Complaints

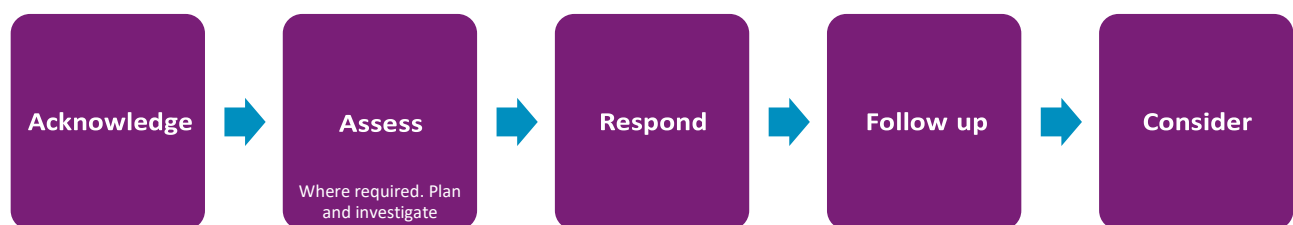
WCSCHI understands that for many reasons some people will prefer to make an anonymous complaint. While we understand this, we encourage our village residents to provide their name so we can follow our procedure as outline above and resolve any issues quickly.

Where an anonymous complaint is made WCSCHI will investigate the issues raised where there is enough information provided.

Therefore, it is important that anonymous complaints include as much detail and facts as possible including times and dates of events/issues to assist us understand the complaint and investigate appropriately.

We also understand that a resident may at times feel distressed, angry, or even frustrated about issue/s or decisions made by the Board or Management with which they do not agree. In these circumstances we encourage you to talk to the Board or Management about your frustrations or follow our complaints process. Anonymous complaints that lack detail and are expressed in a rude and disrespectful manner are not appropriate and fail to allow WCSCHI the opportunity to resolve issues effectively.

Most complaints will be resolved by following the five steps outlined below.



Acknowledge – WCSCHI will acknowledge all complaints quickly. All feedback including complaints (other than anonymous complaints) will be acknowledged in writing within two business days.

Assess the complaint - WCSCHI will consider the nature of the complaint and consider the appropriate pathway required to best resolve any issues quickly and to the satisfaction of the resident.



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Some complaints may need to be resolved through conciliation. This process allows for an independent person to interpret the issues and assist all parties to agree on a resolution.

Where the complaint is of a more serious or complex nature and/or further information needs to be obtained, a more formal approach may be necessary which may include conducting an investigation. Should an investigation be required, the complainant will be informed of how that investigation will be conducted (an investigation plan) the rights of the resident to be represented during the investigation and the timeframe for concluding the investigation.

Residents have the right to seek assistance in raising complaints or be supported during the complaint handling process, with a third-party advocacy service. Please see contacts page at the end of this document.

Respond – WCSCHI will respond either verbally (where the complaint can be remedied quickly) or in writing outlining the agreed outcome.

Follow up – WCSCHI will follow up with people making complaints to ensure they are satisfied with the way in which their complaint has been managed and if they would like to offer any feedback.

Consider – WCSCHI will consider if there are any systemic issues that have been identified as a result of the investigation and action needed to address/resolve the issue and will also consider any feedback provided by a complainant on the process. These will be used to identify opportunities for improvement and logged in the organisation's Continuous Improvement Plan.

Complaint documentation will be kept in a safe, locked place separate from a resident's general file and accessible only to staff handling the complaint and the Board. A complaints register will also be kept of all complaints raised so that data gathered can be analysed on a regular basis for reoccurring themes and trends.

If you are not satisfied with the complaints handling process:

This is where the Retirement Living Code of Conduct comes in, and you can forward your concerns to the **Code Administrator**. This is someone that you can contact if you believe that your operator is not fulfilling their obligations to the Code.

There is also the Code Review Panel (CRP). This consists of an independent Chair, an Operator Representative, and a Resident Representative.

Telephone: 0407 285 891
Email: complaints@rlcode.com.au



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Where a complainant is dissatisfied with any decision the Board or Management make as a result of an investigation into a complaint, they may refer the matter to:

Retirement Villages Unit (RVU)

Download: [https://www.sa.gov.au/topics/housing 'Aged care and retirement housing'](https://www.sa.gov.au/topics/housing/Aged%20care%20and%20retirement%20housing)

Telephone: 8204 2420

Email: retirementvillages@sa.gov.au

Post: Retirement Villages Unit, PO Box 196, Rundle Mall, Adelaide 5000

Or

The Aged Rights Advocacy Service (ARAS)

Telephone: 8232 5377 or 1800 700 600

Address: 175 Fullarton Road Dulwich SA 5065

Email: aras@agedrights.asn.au

The Aged Rights Advocacy Service (ARAS) can provide an advocate for Retirement Village Residents if you are uncomfortable dealing directly with the Management or Board or even the Retirement Villages Unit. ARAS is able to act as your representative and will not charge for their service.

Or

Older Persons Advocacy Network (OPAN)

Phone: 1800 700 600

Email: enquiries@opan.com.au



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ATTACHMENT A:

RETIREMENT LIVING CODE OF CONDUCT – Complaints and Dispute Process.

ATTACHMENT B:

FEEDBACK, COMPLIMENTS, SUGGESTIONS & COMPLAINTS FORM.