

# KindCare

## Complaints Policy and Procedure



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### Policy Statement

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KindCare is committed to providing you with high quality care and services, and managing complaints when they arise, promptly, professionally and respectfully.

The objective of this policy is to ensure:

- Clients and staff are aware of our complaint lodgement and handling processes
- Both clients and staff understand our complaints handling process
- Complaints are investigated impartially with a balanced view of all information and evidence
- We take reasonable steps to actively protect client's and staff member's personal information
- Each complaint is considered on its merits taking into account individual circumstances and needs

### Definition of a Complaint

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In this policy a complaint means an expression of dissatisfaction by a client relating care provided by staff.

### Accepting Complaints

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If clients are dissatisfied with the quality of care provided by KindCare, they should in the first instance consider speaking directly with their support worker, or their supervisor. If clients are uncomfortable with this or believe the relevant staff member will be unable to address their concerns, clients can lodge a complaint with us in one of the following ways:

- By completing a feedback form on our website
- By writing to us
- By emailing us

The complaints handling process is free of charge.

### Information Collection

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Complaints should be investigated based on the information provided by the client and information KindCare may already be holding. Staff may need to contact the client to clarify details or request additional information where necessary. To assist in the complaints investigation process, the following information should be collected from the client:

- Client name and contact details
- The name of the person with whom the client has been dealing
- The nature of the complaint

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- Details of any steps that have already been taken to resolve the complaint
- Details of conversations the client has had with staff that are relevant
- Copies of any documentation which supports the complaint

### Assistance in Making Complaints

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The person receiving or managing your complaint should provide you with any assistance you may need to make your complaint. However, if you consider you need further assistance please inform us of this at the time you are lodging your complaint.

### Recording complaints

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When taking a complaint, the client's name and contact details should be recorded. In addition, staff must document all details of the complaint including the facts and the cause/s of the complaint, the outcome and any actions taken following the investigation of the complaint.

As part of KindCare's ongoing improvement plan, complaints must be monitored by management for any identifying trends and rectification/remedial action taken to mitigate any identified issues.

When complaints are lodged, client personal information should be recorded solely for the purposes of addressing the complaint. Client's personal details must be actively protected from disclosure, unless the client has expressly consented to its disclosure.

Complaints should be recorded using the **KindCare Complaint Form**.

### Feedback to Clients

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KindCare is committed to resolving client issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

KindCare will acknowledge receipt of complaints within three (3) business days, and keep clients informed of the progress of their complaint throughout the complaint resolution process.

KindCare is committed to resolving complaints within 10 business days of clients lodging their complaint, however, this may not always be possible on every occasion. Where staff have been unable to resolve client complaints within 10 business days, they must inform the client of the reason for the delay and specify a date when they will be in a position to finalise the complaint.

During the investigation of the complaint staff may need to seek further clarification or documentation from the client to assist in resolving their complaint.

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If staff have sought clarification or documentation and are waiting on them to provide this information, staff may not be able to meet the 10 business day finalisation commitment. In such circumstances upon receipt of the client's clarification or documentation staff will indicate to the client when they expect to finalise their complaint.

When staff have finalised complaints, the client should be advised of the findings and any action that have been taken. Staff should provide this information in writing, unless it has been mutually agreed that to provide to this information to clients verbally.

Clients have the right to make enquiries about the current status of their complaint at any time by contacting KindCare.

### Our Six-Point complaint process

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- We acknowledge – within three business days of receiving your complaint we will acknowledge receipt of your complaint.
- We review – we undertake an initial review of your complaint and determine what, if any, additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.
- We investigate – within 10 business days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us, and any other information that could assist us in investigating your complaint.
- We respond – following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.
- We take action – where appropriate we amend our business practices or policies.
- We record - we will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

### Complaints About Employees

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When complaints are received about a member of our staff, staff must treat the complaint confidentially, impartially and equally (giving equal treatment to all people). KindCare will investigate complaint's thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

KindCare will also treat our staff member objectively by:

- Informing them of any complaint about their performance
- Providing them with an opportunity to explain the circumstances
- Providing them with appropriate support
- Updating them on the complaint investigation and the result

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### Complaints under investigation by a regulator or law enforcement agency

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If your complaint is currently being investigated by a relevant federal, state or territory consumer protection regulator or law enforcement agency we may cease to take further action in relation to your complaint pending finalisation of their investigation. We will assist any agency with their investigations.

### Our complaint escalation process

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Where possible, KindCare will attempt to resolve complaints at the first point of contact. If staff are unable to resolve the complaint at the first point of contact, an investigation will be undertaken and the client will be provided with the findings.

If the client is satisfied with our proposed decision or actions, their complaint should be closed and the findings recorded for the continuous improvement program.

However, if the client is not satisfied with our proposed decision or actions, this should be recorded, and they should be provided with information about how to escalate their complaint. Complaints can be escalated to the following regulators:

- **Work Health and Safety:** State/territory regulators, listed at <https://www.safeworkaustralia.gov.au/whs-authorities-contact-information>
- **Anti-discrimination:** Australian Human Rights Commission; <https://www.humanrights.gov.au/complaint-information>
- **Aged Care services:** Aged Care Complaints Commissioner; <https://www.agedcarecomplaints.gov.au/internet/accc/publishing.nsf/content/home>
- **National Disability Insurance Scheme:** Commonwealth Ombudsman. Refer to <http://www.ombudsman.gov.au/about/working-with-people-with-disability> for more information about making complaints