



# Feedback and Complaints Policy and Procedure

Mirae Aged Care Cabramatta Pty Ltd welcomes feedback and complaints as essential inputs to safety, quality, and continuous improvement. We provide simple, accessible, and transparent ways for individuals, their registered supporters or family, aged care workers and others to give feedback or make complaints without fear of reprisal. We manage all feedback and complaints promptly, fairly, and in accordance with the Aged Care Act 2024 and Aged Care Rules 2025, including open disclosure and restorative practices when things go wrong.

## Policy

Mirae Aged Care Cabramatta Pty Ltd will:

- Implement and maintain a best-practice complaints and feedback management system that is easy to access and use, supports anonymous complaints, and is available to anyone.
- Encourage and support older people, their supporters, and aged care workers to raise concerns and provide feedback without victimisation or discrimination.
- Manage complaints as soon as possible, acknowledge them quickly, keep parties informed of realistic timeframes, and use open disclosure when harm has occurred or may have occurred.
- Provide access to advocacy, interpreters and other supports, and clearly explain options to escalate complaints, including to the Complaints Commissioner.
- Collect, analyse and report complaints data; use findings to drive continuous improvement; and provide regular oversight to the Governing Body and the Quality Care Advisory Body (QCAB).
- Keep information confidential, apply procedural fairness, and securely store records.

## Procedure

### Definitions

**Feedback:** Any comment—compliment, suggestion, concern or issue—about care and services.

**Complaint:** An expression of dissatisfaction about any aspect of care or service, staff conduct, decisions, fees, communication, privacy, safety, access, equity, or the complaint process itself.

**Complainant:** The person making a complaint (may be the older person, a supporter/family member, an aged care worker, volunteer, contractor, or any other party).

**Open disclosure:** An open, honest, timely discussion when things go wrong, including acknowledgement, apology, explanation, and steps to prevent recurrence.

**Restorative outcome:** An action that restores trust and confidence (e.g., fix the problem, apologise, reimburse unlawful fees, improve communication, retrain staff).

### **Access and Communication Channels**

Mirae Aged Care Cabramatta Pty Ltd will ensure feedback and complaints can be made easily through:

- In-person discussions with any worker or manager
- Telephone and video calls
- Online submission form (Complaint and Feedback Form)  
<https://miraeagedcare.com.au/feedback-complaints/>  
<https://miraeagedcare.com.au/feedback-complaints/>
- Written correspondence or feedback boxes
- Anonymous submission form (Complaint and Feedback Form)
- Support through interpreters, advocates, or accessibility aids

Information about how to make a complaint or provide feedback will be:

- Clearly displayed on the organisation's website.
- Included in participant onboarding materials, including the *Feedback and Complaints Information Sheet* (as required by section 165-20(1)(f) of the Rules).
- Explained verbally and confirmed as understood.

### **Encouraging a Feedback Culture**

Mirae Aged Care Cabramatta Pty Ltd actively fosters a culture where feedback and complaints are welcomed and valued. To achieve this:

- All staff are trained to listen without defensiveness, thank the person for raising the issue, and respond constructively.
- Managers lead by example by discussing improvements resulting from complaints in meetings and newsletters.

- Workers are reminded that constructive feedback from colleagues or clients helps prevent larger problems and supports quality improvement.
- The organisation routinely requests feedback during care reviews, home visits, and staff meetings.

## **Responsibilities**

- **Aged Care Workers** must receive and document feedback, treat all concerns seriously, and refer unresolved issues to the Care Partner.
- **Care Partner** coordinates complaint receipt, acknowledgement, investigation, communication, and open disclosure; ensures fairness and timely resolution.
- **CEO/Director** ensures resources, independence of investigations, and response to systemic risks.
- **Governing Body** holds ultimate accountability for quality systems (Outcome 2.3) and reviews quarterly complaint trend reports.
- **Quality Care Advisory Body (QCAB)** reviews de-identified data, analyses trends, and advises on quality and workforce implications.

## **Complaints and Feedback Management Process**

### **Step 1: Receiving Feedback and Complaints**

Any staff member can receive a complaint or feedback.

They must:

- Listen actively and acknowledge the person's experience.
- Reassure them that their issue will be taken seriously and that retaliation is prohibited.
- Offer to help record the complaint using the *Feedback and Complaints Form* or direct them to a manager.
- Provide information about advocacy and external complaint options.
- Notify the Care Partner immediately for all complaints that cannot be resolved on the spot.

For minor matters (e.g., scheduling confusion), staff may resolve the issue informally if the person is satisfied but must still record it in the system for learning.

### **Step 2: Acknowledgement**

The Care Partner acknowledges receipt of the complaint as soon as possible, preferably within 2 business days, providing:

- Confirmation that the complaint has been received and logged.
- The name and role of the person managing the complaint.
- An outline of what will happen next and indicative timeframes.
- Information about advocacy and interpreter options.
- Reassurance of confidentiality and non-retaliation.

For anonymous complaints, acknowledgement is noted internally.

### **Step 3: Recording and Documentation**

All feedback and complaints are entered into the Complaints and Feedback Register. Each entry includes:

- Complaint ID, date/time, source, and summary.
- Category (service quality, safety, staff conduct, environment, etc.).
- Risk rating (low, medium, high).
- Actions taken, open disclosure status, outcomes, and responsible officers.
- Whether feedback led to system improvement or corrective action.

Records are maintained in a secure digital repository with restricted access, following the organisation's Records Management Policy.

### **Step 4: Risk Assessment and Prioritisation**

The Care Partner assesses each complaint to determine:

- **Severity** — risk to safety, rights, or quality.
- **Urgency** — time sensitivity and potential for escalation.
- **Complexity** — number of parties involved, supporting evidence required. High-risk complaints (e.g., abuse, neglect, privacy breach, serious clinical issue) are immediately escalated to the CEO/Director and managed under both this procedure and the Incident Management and Open Disclosure processes.

### **Step 5: Planning and Assigning the Investigation**

The Care Partner develops an **Investigation Plan** outlining:

- Key questions to be answered.
- Evidence sources (documents, records, staff statements, interviews).
- Persons to be consulted (complainant, staff, witnesses).

- Timeframes and milestones.
- Investigator or team responsible (may be external for serious or sensitive issues).

Investigations are to be objective, evidence-based, and trauma-informed.

### **Step 6: Open Disclosure and Engagement**

Where harm has occurred or may have occurred, the Care Partner or CEO/Director initiates open disclosure, which includes:

- Meeting with the affected individual and supporter.
- Acknowledging what happened and apologising sincerely.
- Explaining the facts known to date and committing to updates.
- Outlining actions being taken to prevent recurrence.
- Inviting feedback on what restorative outcome would rebuild trust.

The conversation and follow-up actions are documented in the case record.

### **Step 7: Investigation and Resolution**

During the investigation:

- All relevant evidence is gathered impartially and confidentially.
- Witnesses are interviewed respectfully, and procedural fairness is applied.
- The complainant is updated regularly on progress.
- The investigation concludes with clear findings and, where applicable, identification of system improvements.

Resolution should prioritise restorative outcomes, such as:

- Apologies or acknowledgements.
- Service or process changes.
- Fee adjustments or reimbursements.
- Additional training or performance management.
- Review of policy or communication processes.

The Care Partner finalises the case once actions are implemented and verified.

### **Step 8: Communicating Outcomes**

When the complaint is resolved:

- The Care Partner provides a written outcome explaining what was found, what actions were taken, and how the issue will be prevented in future.
- The outcome letter includes escalation options to the Complaints Commissioner and advocacy services.
- For anonymous or internal feedback, outcomes are shared in de-identified ways to support learning.

Complainants are encouraged to confirm satisfaction. If dissatisfied, they are advised on internal review or external escalation options.

### **Step 9: Escalation and Review**

If the complainant requests further review:

- The CEO/Director or an independent reviewer reassesses the process and findings for procedural fairness and completeness.
- A final response is provided in writing, typically within 20 business days.
- At any point, individuals may contact the Complaints Commissioner, advocacy services, or other relevant bodies.

Mirae Aged Care Cabramatta Pty Ltd cooperates fully with external investigations.

### **Step 10: Reporting, Learning, and Continuous Improvement**

- The QCAB analyses complaint and feedback trends monthly, identifying recurring themes, root causes, and systemic risks.
- Findings are summarised quarterly for the Governing Body, including:
  - Volume and types of complaints
  - Timeframes to resolution
  - Outcomes and restorative actions
  - Identified quality improvements
  - Training needs or system changes
- Corrective and preventive actions are recorded in the Continuous Improvement Register.
- Positive feedback and compliments are also analysed to recognise good practice and inform staff recognition programs.

## **Step 11: Workforce Training and Support**

All staff receive:

- Induction training on complaint rights, responsibilities, and communication skills.
- Annual refresher sessions on complaint handling, open disclosure, and trauma-aware responses.
- Supervisors are trained in early resolution and de-escalation.
- Staff are encouraged to raise internal complaints safely and use the feedback system without fear of reprisal.

The effectiveness of staff capability is reviewed through supervision, incident debriefs, and audits.

## **Step 12: Annual System Review**

At least annually, the Governing Body reviews the entire feedback and complaints system, assessing:

- Accessibility and awareness among clients and workers.
- Timeliness and quality of responses.
- Effectiveness of open disclosure and restorative practices.
- Integration with continuous improvement.  
Findings and an action plan are reported to the CEO/Director, Governing Body, and QCAB.

## **Escalation Options**

Mirae Aged Care Cabramatta Pty Ltd informs complainants that they may escalate at any time (concurrently or after our process), including to:

- The Complaints Commissioner;
- Advocacy services of the complainant's choice;
- Relevant statutory bodies for specific matters (e.g., privacy).  
Provide assistance to access these options on request.

## **Accessibility and Support**

Mirae Aged Care Cabramatta Pty Ltd will:

- Offer and arrange interpreters, translated materials, disability supports, easy-read formats, large print, and National Relay Service access where needed.

- Provide information about independent **advocacy** and support on request.
- Ensure supporters/representatives may be involved with the person's consent or authority.

YOU MAY CHOOSE TO REMAIN ANONYMOUS. ALL FEEDBACK AND COMPLAINTS ARE HANDLED CONFIDENTIALLY.

### **Contact Us**

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