



Feedback and Complaints Handling

Whittlesea Lodge's Complaints Handling Policy

Whittlesea Lodge welcomes feedback from all Residents, 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 Whittlesea Lodge related to our services or operations, or the complaints handling process itself.

Whittlesea Lodge's Commitment

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

- 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 staff. If that is not appropriate or the issue was not addressed to your satisfaction, please contact our GM on 97191600 or at anita@whittlesealodge.com.au.

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:

- a) Sending an email to anita@whittlesealodge.com.au.
- b) Writing a letter to Whittlesea Lodge addressed to "The GM".
- c) Telephoning Whittlesea Lodge and asking to speak to the Clinical Care Coordinator.

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

You may also make a complaint to the Aged Care Quality and Safety 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>