

## Customer complaints and compliments

### General

Care recipients, their families and representatives, visitors, staff and volunteers are able to provide feedback or make a complaint regarding any aspect of HMS services, the care HMS provides, or the operation of HMS facilities. All feedback, whether formal or informal, will be taken seriously.

HMS will make all reasonable efforts to understand the issues or concerns raised and resolve the complaint. Where it is appropriate, HMS will actively involve the care recipient in resolving the issue and reaching a satisfactory outcome.

### Accountabilities

- Employees are required to:
  - Report all compliments and complaints to their supervisor before the end of their shift, including a recommended resolution to any complaint made.
- Managers are required to:
  - Maintain responsibility and management for the compliments and complaints process;
  - Consult staff members so that any feedback received can be used to improve HMS services, and mitigate the reoccurrence of issues;
  - Ensure that compliments and complaints are entered by HMS into the Client Feedback register; and
  - Analyse feedback trends for the purposes of monitoring process improvement in the service, and using high level reports from CIVI Client database to generate statistics for the Board including highlighting any critical issues.

## Procedure for processing compliments and complaints

1. A compliment or complaint may be provided:
  - In writing, by lodging a completed *Compliments and Complaints Form* in the suggestion box located at 32/65-75 Captain Cook Drive, Caringbah 2229 or mail to HMS, PO Box 2761, Taren Point 2229
  - Email to [admin@homemods.org.au](mailto:admin@homemods.org.au)
  - Verbally, via Stephen Lowe, Service Development & Operations Manager; any staff member; or by telephone on 02 9524 1100.

Complainants should be encouraged to lodge their complaint in writing to assist HMS in understanding the nature of the complaint, and to clarify the facts provided.

2. **All complaints** (formal, informal, verbal and written) will be recorded on the Feedback Register, and details will be recorded in the care recipient's CVI file.
3. Where a concern or complaint is addressed at the point of service, Trade Staff should record the issue on the job sheet, the care recipient CIVI file, and the client feedback register for the Manager's attention and monitoring.
4. Where a staff member is not empowered to handle or resolve complaints on behalf of HMS, the staff member will refer the complaint to a Manager. The staff member may act as an advocate for the complainant, and assist with resolving the issue.
5. Once the complaint is closed, HMS will aim to send a response to the complainant within 10 days. This response will be sent by the Service Development and Operations Manager. Where the complainant is not the care recipient, the care recipient will also be informed.
6. Any feedback on how the complaint was managed and resolved is recorded in the client feedback register.

## Confidentiality

- All information regarding complaints will be kept confidential among the staff concerned with its resolution.
- Complaint documentation will be kept in the client file and accessible only to staff handling the complaint.
- Compliments and complaints may be discussed with the manager as part of ongoing service improvement.
- Statistics on all types of compliments and complaints will be recorded and used to inform ongoing process improvements. For this purpose any client feedback information will be discussed at staff meetings, but the identity of the complainant or persons named in the feedback discussions will not be disclosed.