

Complaints and Feedback Policy

Anglicare is committed to fostering a culture that values complaints and feedback as opportunities for improving the quality of care, safety and service quality for all clients.

We acknowledge that our clients come from a diverse range of backgrounds and aim to provide a complaints and feedback approach that is accessible to and meets the needs of all.

Client rights

Anglicare acknowledges client's rights to provide feedback and complaints. Clients and their representatives, have a right to:

- be treated with dignity, fairness and respect
- provide feedback or raise complaints without fear or reprisal
- have concerns managed in a timely, transparent and equitable manner
- be informed of and supported in accessing both internal and external complaints mechanisms, including complaints mechanisms relating to program funders or regulatory bodies.
- receive communication and advocacy support tailored to their needs
- be made aware of their rights when they engage with Anglicare and throughout their involvement

Complaints and feedback approach

Clients can provide complaints or feedback verbally or in writing directly through their service, email, calling the contact centre, via online or paper feedback forms or through surveys. Clients have the option to submit this anonymously and confidentially and may withdraw them at any time.

Clients can expect their feedback and complaints to be acknowledged promptly, and thoroughly addressed in a fair, respectful, and timely resolution process. Anglicare will actively involve clients in the process, offer advocacy and communication support. Additionally, we assist individuals to identify if they are reporting disclosable conduct and if Whistleblower protections are relevant.

Anglicare employees have defined responsibilities in managing complaints, and complaints are escalated appropriately in accordance with the Anglicare Managing Feedback Procedure.

External Complaints and Advocacy

Clients have the right to make a complaint directly to the Aged Care Quality and Safety Complaints Commissioner at any time. We will not victimise or discriminate against anyone for making a complaint or giving feedback to the provider or the Complaints Commissioner.

Complaints can be made:

Online	https://www.agedcarequality.gov.au/making-complaint/lodge-complaint For National Relay Service (NRS) users, connect to: https://internet-relay.nrscall.gov.au/
By phone	1800 951 822
In writing	Aged Care Quality and Safety Commission GPO Box 9819 (Your capital city and state or territory)
Via Interpreter	If you need an interpreter you can phone the Translating and Interpretation Service on 131 450 and ask them to put you through to the Aged Care Quality and Safety Commission on 1800 951 822. For hearing or speech impaired TTY users phone 1800 555 677 then ask for 1800 951 822. For speak and listen users phone 1800 555 727 then ask for 1800 951 822.

Clients also have the right to be supported by an independent aged care advocate, such as [Aged and Disability Advocacy Australia](#), for clients based in Queensland. We facilitate access to advocacy services and acknowledge their important role.

Record keeping

Privacy is protected in accordance with relevant legislation, Anglicare's *Privacy Policy Position* and record management procedures. All feedback and complaints are recorded in the Quality Risk Safety (QRS) system.

Review and improvement

Client feedback and complaints are monitored and analysed to address issues, identify trends, risks and improvement opportunities. Results inform practice development and continuous quality improvement. Anglicare ensures that management and workers have the knowledge and skills to handle complaints and address the issues raised.