



FEEDBACK AND COMPLAINTS POLICY

1. Purpose

The purpose of this policy is to ensure that all feedback and complaints relating to the services provided by Altaira, including the conduct and performance of agency staff placed in aged-care facilities, are managed in a manner consistent with the Aged Care Act 1997, the Aged Care Quality and Safety Commission Act 2018, and the Aged Care Quality Standards, particularly Standard 6: Feedback and Complaints. This policy supports a culture of openness, continuous improvement and consumer-centred care.

2. Scope

This policy applies to:

- All employees, contractors, and agency staff supplied by Altaira to aged-care facilities.
- All feedback and complaints received from aged-care providers, residents, representatives, families, visitors, or staff.
- Any feedback or complaint received directly by the Agency or via the Aged Care provider or external regulatory body.

3. Policy Statement

Altaira is committed to:

- Providing safe, high-quality staffing services to aged-care facilities.
- Ensuring consumers (residents) feel safe, respected, and heard.
- Responding to feedback and complaints promptly, fairly, and without fear of retribution.
- Complying with obligations under the Aged Care Act 1997 and the Aged Care Quality Standards.
- Supporting aged-care providers to meet their requirement to ensure all workers, including agency workers, uphold safe and high-quality care.

4. Definitions

Feedback – Any comment, suggestion, compliment, or expression of concern about services or staff.

Complaint – An expression of dissatisfaction about services or staff performance that requires a response or resolution.

Consumer – A resident receiving aged-care services or their authorised representative.

5. Guiding Principles

1. **Accessibility** - Feedback and complaints can be made easily through multiple channels and in preferred formats (e.g. telephone call, emails)
2. **No Detriment / No Reprisal** - Individuals who make complaints will not be disadvantaged, penalised or treated differently.
3. **Respect, Privacy, and Confidentiality** - All information will be handled sensitively and in compliance with privacy laws.

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4. **Timeliness and Transparency** - Complaints will be acknowledged, investigated, and resolved within clear timeframes.
5. **Fairness and Procedural Fairness** - Complaints will be managed impartially, giving all parties the opportunity to provide information.
6. **Continuous Improvement** - Trends and issues will be analysed to improve services and workforce performance.

6. How Feedback and Complaints Can Be Made

Altaira accepts feedback and complaints via:

- Phone: 08 8344 6400
- Email: incident@altaira.com.au
- In writing: 629 Lower North East Road Campbelltown SA 5074
- Directly to any staff member
- Through the aged-care facility's own complaint system
- Anonymously (when possible)

7. Procedure for Managing Complaints

7.1 Acknowledgement

- Complaints are acknowledged within 2 business days.
- If received through an aged-care provider, acknowledgement may be coordinated with them.

7.2 Assessment

- Urgent or serious matters (eg. abuse, neglect, risk to resident safety) are escalated immediately.
- Non-urgent matters are assessed within 5 business days.

7.3 Investigation

- Investigations may include interviewing the complainant, the staff member, witnesses, or the aged-care provider.
- Evidence is gathered objectively and documented securely.

7.4 Resolution

- A written outcome is provided within 10–20 business days, depending on complexity.
- Outcomes may include training, disciplinary action, staffing changes, or service improvement.

7.5 Escalation

If a complainant is not satisfied, they may escalate to:

- Senior management
- Aged Care Quality and Safety Commission
- Workplace regulators, depending on the issue

7.6 Documentation

All complaints are recorded using our online JLB including:

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- Date received
- Nature of complaint
- Actions taken
- Outcome
- Improvement measures applied

8. Roles and Responsibilities

Agency Chief Executive / Director

- Ensures compliance with legislation and oversees complaint management.

Quality & Compliance Manager

- Leads investigations, reporting, and improvement initiatives.

Agency Staff

- Must participate in investigations and follow all directives.
- Must report any incidents or concerns immediately.

Partner Aged-Care Facilities

- May be involved in the management of complaints related to resident care.

9. Privacy and Confidentiality

All information is managed in accordance with:

- Privacy Act 1988
- Aged Care Act 1997 confidentiality requirements
- Internal data security policies

Only relevant personnel will have access to complaint records.

10. Continuous Improvement

- Trends are reviewed quarterly.
- Lessons learned inform staff training, recruitment, performance management, and service delivery.
- Improvements are shared with partner aged-care facilities when relevant.

11. Review

This policy is reviewed annually or earlier if:

- Legislation changes
- ACQSC issues new guidance
- Significant incidents occur

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