

Name:	COMPLAINTS POLICY
Approval Date:	May 2025
Review Due Date:	July 2026
Version	6

POLICY STATEMENT

Glasshouse Country Care is committed to resolving complaints about its practices and services fairly, efficiently and effectively. We apply the principles of natural justice and procedural fairness in investigating and responding to complaints without retribution.

As a community care organisation, we welcome feedback from external stakeholders. Through this policy, we demonstrate our commitment to actively seek and use feedback received via complaints to improve the way we do things.

PURPOSE

The purpose of this policy is to document Glasshouse Country Care's approach to managing complaints from all stakeholders about its practices and services. The policy affirms and supports the rights of participants, their registered supporters, workers and others to make a complaint if dissatisfied with our practices and services.

Glasshouse Country Care encourages and supports participants and/or their registered supporters, workers and others to make complaints and give feedback. The purpose of this is to ensure the participant and workers feel:

- safe, encouraged and supported to give feedback and make complaints, without reprisal.
- engaged in processes to address feedback and complaints
- assured that appropriate action has been taken.

To ensure this Glasshouse Country Care will:

- acknowledge feedback and complaints and manage them transparently and respond in a timely manner
- regularly seek input and feedback from older people, registered supporters, carers, the workforce and others
- use the input and feedback to inform continuous improvements for participants and the whole organisation.

We recognise that complaints are an important mechanism we can use to continually improve our practices and services. This policy provides a framework for taking a consistent and professional approach to complaint handling.

LEGISLATIVE AND POLICY FRAMEWORK

- Aged Care Quality Standards 2025
- Aged Care Act 2024
- The Aged Care Quality & Safety Commission
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Quality and Safeguard Commission

SCOPE

This policy applies to all Glasshouse Country Care Board Members and employees (full-time, part-time, fixed term, casual, voluntary and temporary) for the duration of their employment.

ORGANISATIONAL COMMITMENT

Glasshouse Country Care is committed to fair, effective and efficient complaint handling processes. This includes:

- providing a culture that actively encourages and supports participants, their registered supporters, workers and others to make complaints and give feedback
- valuing complaints, their effective resolution and learning from them
- maintaining and reviewing an efficient complaint management system
- using open disclosure principles
- Ensuring participant views, rights and concerns are heard and where required escalated
- demonstrating best practice complaint handling practices
- addressing each complaint with integrity and in an equitable, objective and unbiased manner
- promoting and complying with complaints handling policies and procedures
- releasing this policy to our staff, and to the public via our website
- reporting on the number of complaints received
- regularly analysing complaint data to support continuous service improvement
- assisting people to make a complaint if needed
- ensuring that people making a complaint are not adversely affected in regulatory actions
- Treating all people with respect, including people who make a complaint.

Responding to complaints

Glasshouse Country Care is committed to responding to complaints about our practices and services in a timely manner.

- We will promptly acknowledge receipt of complaints.
- We will assess and prioritise complaints in accordance with the urgency and seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.
- We are committed to managing people's expectations and will inform them as soon as possible of the following:
 - the complaints process
 - the expected timeframes for our action
 - the progress of the complaint and reasons for any delay
 - their involvement in the process
 - the possible or likely outcome of their complaint
- We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and or complaints may be directed, for example, Australian Aged Care Complaints Commissioner.
- We will also advise people as soon as possible when we are unable to meet our timeframes for responding to their complaint and the reasons for our delay.

Accessibility

Glasshouse Country Care will ensure that information about how and where complaints may be made to or about is well publicised. We will make sure that our systems to manage complaints are easily accessible to everyone, particularly people who may require assistance.

Anonymous complaints

Glasshouse Country Care will accept anonymous complaints and will carry out an investigation of the issues raised where there is sufficient information provided.

Confidentiality

We will protect the identity of people making complaints where this is practice and appropriate. Personal information that identifies individuals will only be disclosed or used by Glasshouse Country Care as permitted under the relevant privacy law secrecy provisions and any relevant obligation.

RESPONSIBILITY

The Board of Directors is responsible for the endorsement of this policy and the General Manager has primary responsibility for the management of staff and services covered by this policy.

RELATED DOCUMENTS:

Complaints Procedure
Standards of Conduct Policy
Complaint Form for Consumer
Feedback form for Consumer

Date	Version Number	Changes	Review Date
15/7/2020	4	Added version control box, added review date Checked and updated legislation	August 2023
11/8/2023	5	Reviewed - No Changes	August 2024
28/03/2025	6	Updated and added new complaint management purpose and commitment from the Age Care act (2024) and Standards (2025)	August 2026