



We welcome your feedback.

Our service is committed to providing high quality care and services and meeting your needs. We value your feedback – including complaints.
Please let us know what we do well and where we can improve our services.

Date:.....

This is a compliment/suggestion complaint comment

I am a care recipient family member representative
 staff member staff member on behalf of care recipient
 other: _____

Feedback

Contact Details (optional)

Please provide your details if you would like us to contact you about your feedback.

Name: _____

Phone / email: _____

Thank you for taking the time to provide feedback about our service.

Making a complaint

InCasa is committed to providing high quality services to those in need, but sometimes we get it wrong. You can let us know where we have made a mistake by making a complaint.

InCasa takes all complaints very seriously and welcomes them as an opportunity to improve the services we provide.

This brochure informs you of how you can make a complaint, and what to expect when you make a complaint.

What can I make a complaint about?

You have a right to complain to InCasa or Aged Care Quality & Safety Commission regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

Your rights

We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to Aged Care Quality & Safety Commission if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.
- Open disclosure when things go wrong

How to make a complaint

You can submit a complaint by calling the Managing Director or Operations Manager directly, by email or in writing by completing a Feedback - Complaint form available in the client's folder in the home or a written note

Our complaints procedure

- The Managing Director will discuss with you (and your family/carer/advocate) all the details of the complaint, including the outcomes you would like to see.
- You will receive an acknowledgement of the complaint which will include the expected timeframe for your complaint to be resolved.
- If appropriate, we will conduct an investigation into the circumstances surrounding your complaint.
- You will receive information on the outcomes of your complaint and be given the chance to ask for a review or refer the complaint to Aged Care Quality & safety Commission
- We will use your complaint to review our systems, policies and procedures to improve our services.

Our obligations

For all complaints made to us we will:

- Treat all complainants with dignity and respect.
- Attempt to resolve the issue to the best outcome for all parties, within 14 days
- Keep you informed of developments regarding your complaint.
- Maintain records regarding your complaint.
- Provide support to access translation, advocacy, or other support services where appropriate.
- Report any breaches of legislation to the relevant authority.

Some complaints can be resolved on the spot; however, others may require an investigation which can take time.

InCasa will endeavour to resolve complaints as soon as we can, and keep you informed of the process.

Feedback – Complaint Form/InCasa Aged Care Documents/New Forms folder/Complaints 2019 folder/ May 2020