

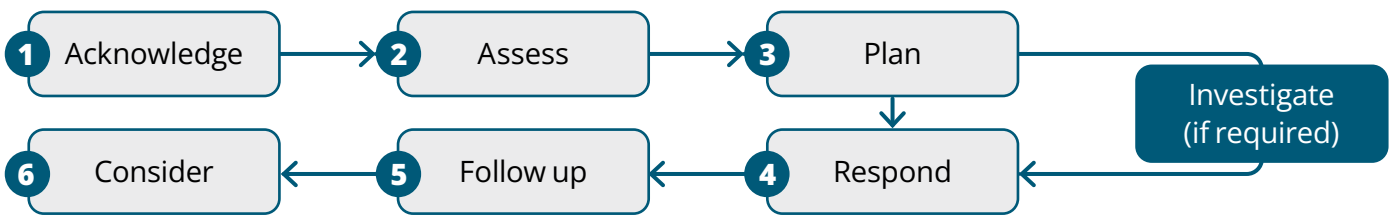


Complaints handling checklist



This checklist will help registered providers and aged care workers understand best practice for complaints handling. It highlights the activities and systems required to support your complaints handling process and the resources available.

The stages of complaints handling



Process stage	Tips on how to get ready	Complete
1. Acknowledge Each complaint must be acknowledged quickly.	Understand what you are responsible for in the complaints handling process.	
	Know that the Statement of Rights outlines the rights older people can expect when accessing aged care services.	
	Understand how a rights-based approach can help you resolve the complaint.	
	Review Top tips for service providers: Managing complaints fact sheet and aim to resolve complaints fairly and promptly.	
	Refer to the open disclosure framework and involve the complainant and their supporter/s at all stages in the complaints process.	
2. Assess Assess each complaint, give it priority, and start to think about which resolution approach you may take.	Use policy and procedures outlined in your complaints handling system to achieve a restorative outcome.	
	Find a way to connect your service's complaints management process with the incident management system (IMS) to support learning and continuous improvement.	

Activity	Tips on how to get ready	Complete
3. Plan Plan the type of information you may need to collect to assess complaints, and how you will collect it.	Know how to use your service's IMS to plan, record, manage and respond to incidents, complaints and feedback.	
	Understand different approaches to investigating a complaint to help inform your resolution approach.	
	Use the Better practice guide to complaints handling in aged care services to promote understanding of the complaints process and foster a blame-free culture that works in partnership with older people.	
4. Respond Respond to the complainant with a clear decision.	Understand how to record incidents in your IMS to meet your obligations under the Serious Incident Response Scheme (SIRS).	
	Review the principles of open disclosure and how they are implemented within your organisation.	
5. Follow up Follow up any concerns.	Ensure feedback and complaint management contribute to continuous improvement in your service delivery.	
	Know what provider resolution supports are offered by the Commission to resolve a complaint.	
	Review the Commission's complaints handling policy to understand the complaints procedures.	
6. Consider Consider the learnings from complaints and what can be improved.	Share lessons learned with management, staff and individuals.	
	Communicate the changes older people receiving care can expect, in a way they will understand.	
	Integrate learnings to inform continuous improvement.	
	Review policies and procedures outlined in your complaints handling system and IMS.	


Your rights-based approach to complaints handling may differ from the outlined stages. Similar principles should ensure quality service and continuous improvement. Not all complaints can be resolved at the service level and may need to be referred to the Commission.

The rights-based approach to complaints handling will be introduced with the commencement of the new Aged Care Act from 1 July 2025. We will make updates as legislation and guidance resources are finalised.

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