

**Janet Anderson PSM**, Commissioner

**Louise Macleod**, Complaints Commissioner

**Michelle Bampton**, Executive Director,  
Intake and Complaints Resolution

# Our approach to resolving complaints



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# Acknowledgement of Country



## Aged Care Quality and Safety Commission Artwork by Dreamtime Creative

Artist's meaning behind the artwork: The central meeting place represents Aged Care Quality and Safety Commission (Commission supporting quality, flexible and culturally appropriate aged care to older Aboriginal and Torres Strait Islander peoples, close to their home and communities represented by the meeting places outside. The small pathways from the concentric circle is the Commission reaching out to the communities. Everything is connected by the larger pathways representing the importance of hearing, and listening to consumers' stories to manage and deliver their care effectively. The star top right represents the Commission always looking for better ways to do things and the patterning within the segments are the different communities.



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# Outline

- Role of the Complaints Commissioner
- Complaints handling at the Commission
- Good practice – what we look for
- How we are working to improve



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# Role of the Complaints Commissioner

Ensures the Commission:

- receives and handles complaints in a timely manner
- engages effectively with complainants and providers
- engages with providers to develop strong internal complaints processes
- works with older Australians, their families and carers so they feel empowered to raise concerns
- educates providers, older Australians and their families about the role of the Commission.



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# How we manage complaints

- Assess risk to consumers and ensure consumers are safe
- Confirm complainant issues
- Resolve Complaint
  - early resolution between provider and complainant where possible
  - different resolution/regulatory responses depending on situation
- Outcomes for consumers – consistent with expectations of the Act and Standards

Throughout the process:

- Risk continuously re-assessed to ensure consumer safety
- Information from complaints shared to inform broader Commission actions



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# Signs of good practice

## 1. Provider Posture

- Willingness to engage in the process, to own where things have gone wrong and to genuinely engage in and commit to service improvement where required

## 2. Internal complaints management process

- The right processes, people, skills (and posture) to enable complaints to be resolved properly

## 3. Open disclosure

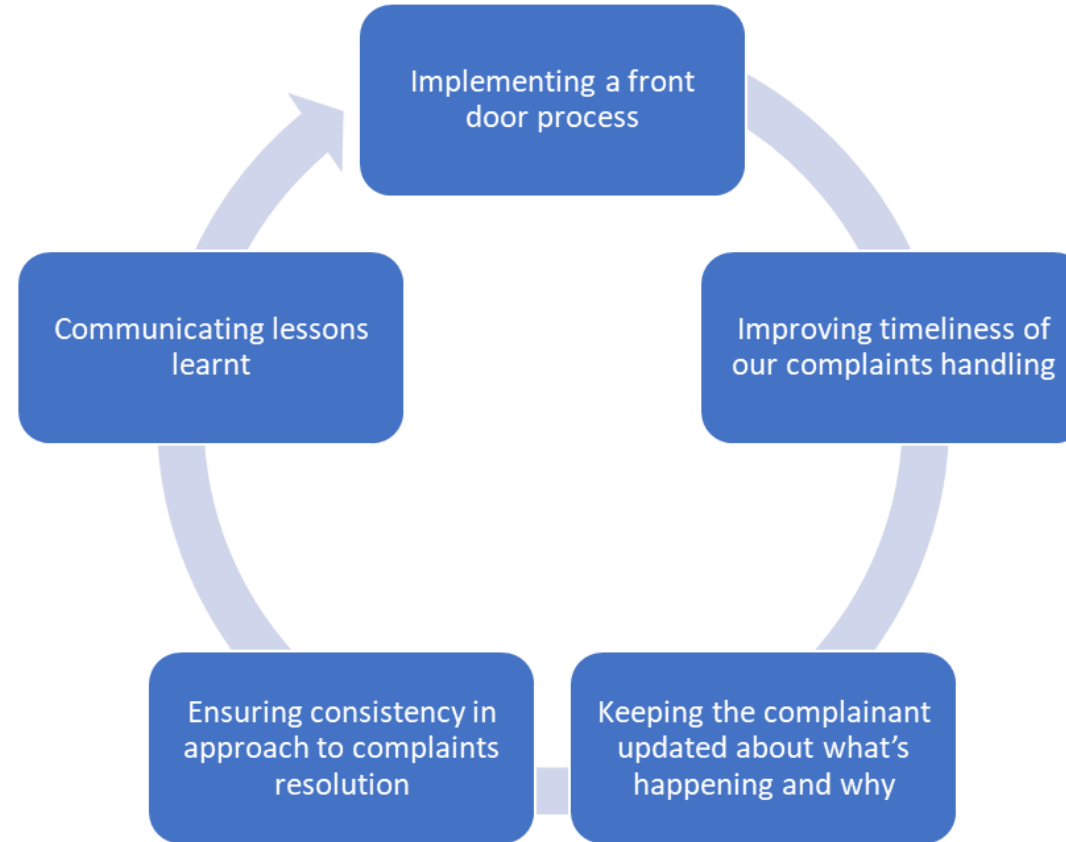
- Communicating when things go wrong, listening to the affected person's experience of what has happened, apologising and explaining the steps taken to prevent it happening again



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# Working for continuous improvement



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# Questions welcome



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**Mentimeter code**  
**2770 3654**

Question 1

**From a rating of 1 (very poor) to 5 (excellent), how would you rate your interactions with the Commission's Complaints function to date?**



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Question 2

**In one word, how can we  
support you to achieve  
better complaints  
resolution?**



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# Thank you



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