



Provider resolution

1800 951 822
agedcarequality.gov.au

This fact sheet outlines how the Aged Care Quality and Safety Commission supports providers to resolve complaints.

Provider resolution involves us referring complaint issues that a complainant raises with us to a provider to resolve. Where possible, we choose this approach as it is often the best way to have concerns effectively resolved.

Resolving complaints within the service

Providers should encourage people to raise concerns directly with them and try to resolve these, using their own complaints management processes. This:

- empowers the provider to consider the complaint issues and develop sustainable and effective local solutions
- provides the opportunity to reach the best outcome for the consumer and the service
- maintains and can strengthen relationships between the service, complainants and consumers, and supports continuous improvement, by enabling the provider to use the lessons from the complaint to improve care.

When do we select provider resolution?

We select provider resolution to resolve a complaint if:

- the issues do not present any significant risk to the health or safety of the consumer.
- the provider is willing to participate in the resolution process, and we have discussed with the complainant why we have chosen this approach to resolve their complaint.

How do we commence provider resolution?

A complaints officer will liaise with a manager of your service and we will:

- seek your agreement to, within a mutually agreed timeframe, engage in the process and provide a written resolution report to us. The timeframe will depend on the number, complexity and urgency of the issues in the complaint
- discuss expectations about your role and actions in this type of resolution process
- write to both you and the complainant confirming the issues and that 'provider resolution' is the approach we have chosen to resolve the complaint
- provide an optional report template to assist

you to report back to us the outcome of the resolution process.

Key activities during provider resolution

Some points to consider during the process are:

- refer to your complaints management policy
- determine who in your service should be involved in resolving the complaint
- listen to the complainant to identify their concerns and expected outcomes, and acknowledge these
- actively involve the consumer and the complainant in the process, where possible
- involve all relevant parties (e.g. personal care worker, chef, hairdresser, or the cleaner) to consider different ways to resolve the issues
- be clear about what you will do to resolve the concerns, and the timeframes
- consider whether your feedback and complaints system is encouraging feedback.

Our Better Practice Guide to Complaint Handling can help your service manage complaints effectively.

This booklet provides an evidence-based approach to complaint handling in an easy-to-understand format.



You can access this on our website: agedcarequality.gov.au.

All information in this publication is correct as of January 2020.

Completing a provider resolution process

Once you have completed the provider resolution process, you need to provide a report to us. This should include:

- an outline of the issues in the complaint
- a summary of the action you took to resolve the complaint (i.e. how you investigated the issues, any dialogue you have had with the complainant, consumer and staff members)
- an explanation of the outcomes reached, and
- any documentation that supports the outcomes reached.

We will acknowledge receipt of your report and determine whether you have sufficiently addressed the complaint by:

- speaking with the complainant and where appropriate the consumer to find out if their concerns have been addressed, and
- where necessary, clarifying the information in your report with you.

If **we are satisfied** with how you addressed the complaint, we will finalise the resolution process.

If we are **not satisfied** that the issues have been adequately addressed, we will talk with you about our concerns, and give you a chance to respond.

If the issues still cannot be finalised, we will then consider an appropriate course of action.



Phone

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Web

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Write

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