



Top tips for service providers: Resolving complaints

1800 951 822
agedcarequality.gov.au

- Make it easy to complain. Tell people from the outset how to do it.
- Listen carefully and acknowledge someone's concerns. Repeat these back to check you've understood.
- Ask what they want to achieve. Note this down.
- See the complaint as an opportunity to improve care. Complaints are part of providing a good service. It's how you respond that matters.
- Nominate someone senior, like a service manager, to handle the complaint. Pass on their contact details.
- Actively involve the consumer in the process. Their needs and preferences must always be put first. If appropriate, also speak with their nominated representative.
- Seek permission to refer someone to an advocate if they want support.
- Work towards a resolution straight away. Your initial response will have the greatest impact on the outcome.
- Be clear about what you will do to resolve the concerns and provide timeframes for actions.
- Give regular updates even when there is little to report. This shows the concern is being taken seriously and hasn't been forgotten.
- Use all of the resolution tools available to you. Holding a meeting to discuss the issues and agree on actions is very effective.
- Provide a clear outcome at the end of the process, including any findings and actions taken. Ask for feedback about your handling of the complaint.

- Apologise if things have gone wrong. It can help resolve matters quickly and improve your relationship with the people involved.

Next steps

- For advocacy support, you can refer someone to the **Older Persons Advocacy Network** on **1800 700 600**.
- If someone tells you they're not satisfied with the outcome or how you handled their complaint, offer an internal review by someone more senior. If they remain unsatisfied, tell them that the **Aged Care Quality and Safety Commission** can help and ask them to call us on **1800 951 822**.
- For more information about our complaints processes, you can find resources on our website **agedcarequality.gov.au**.



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



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1800 951 822



Web

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Write

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