

BASS COAST THERAPY COMPLAINTS POLICY

Introduction

Bass Coast Therapy is open and responsive to all feedback, complaints and suggestions for improvement. We value complaints as they assist us to improve our service.

Bass Coast Therapy is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible.

Definition of a complaint

Complaints are defined as an issue or concern which is formally brought to the notice of Bass Coast Therapy in order to bring about change or resolution.

Policy

1. Bass Coast Therapy will maintain a formal Complaints Register to ensure that all complaints are responded to in a timely and impartial manner.
2. Bass Coast Therapy will ensure that all suggestions for improvement and complaints are recorded, considered and retained for process improvement purposes.
3. Bass Coast Therapy encourages any person who has a complaint in relation to services or staff actions, to express this through the formal complaints procedure.
4. Bass Coast Therapy will ensure that the complainant is informed of their right to have a support person or advocate present to assist or represent them during the formal complaints procedure.
5. Formal complaints can be written or verbal. If verbal, the assisting staff member will document the complaint and wither the complainant or staff member must sign the document.
6. Bass Coast Therapy will address all complaints in a confidential manner. Only the person involved in making, investigating or resolving a complaint will have access to information about it.
7. Action to resolve the complaint will commence within 2 working days of the complaint being made.
8. Once a satisfactory course of action has been agreed upon by the complainant and Bass Coast Therapy, the action(s) will be documented on the complaint form and copy provided to the complainant.
9. Bass Coast Therapy recognises the rights of a person to approach an external organisation if the formal complaints procedure has not resolved the issue to their satisfaction.
10. Complaints will be analysed and monitored as part of a quality improvement process at Bass Coast Therapy.

Document Control:

<i>Version</i>	<i>Effective Date</i>	<i>Prepared By</i>	<i>Approved By</i>	<i>Summary of Change</i>
V.1	November 2017	Anna Langley	Anna Langley	Not Applicable