

## Independent Rehabilitation Services Complaints Management and Resolution System

### Background

*Independent Rehabilitation Services welcomes all feedback regarding the provision of allied health services from clients, referrers, carers, family or any other appropriate person. Complaint handling is an important part of being a safe and responsive health service. At Independent Rehabilitation Services we aim to create a positive culture around complaints, by promoting transparency, open disclosure, support for staff and organisational trust. Resolving complaints effectively creates opportunities for us to restore consumer confidence in our services, improve quality through feedback and to prevent minor issues from escalating into major problems.*

*Independent Rehabilitation Services undertakes to meet the legislated interim standards for complaint handling in Victoria. These include:*

- *Promptly acknowledging complaints and making appropriate attempts to resolve them.*
- *Providing information on how to make a complaint to health service consumers in an accessible and understandable form.*
- *Informing those who have made a complaint about the complaint's progress and its outcome.*
- *Keeping personal information collected in the course of a complaint in a confidential manner.*
- *Keeping a record of all complaints, including any action taken in managing them.*

### 15.1 Client Complaints

#### Policy

*Independent Rehabilitation Services recognises that each client has the right to be heard and to have his or her concerns taken seriously with a view to resolution. Aggressive clients require special skill and at no time will an employee raise their voice in anger, use unacceptable language or physically threaten people.*

*Independent Rehabilitation Services Complaint Management and Resolution System will:*

- *Support clients to understand their rights and what they should expect of providers,*
- *Support clients to have the confidence to complain when they face issues,*
- *Enable other stakeholders (such as advocates and workers) to make complaints and ensure issues can be addressed when clients are unable or unwilling to make a complaint,*
- *Support the resolution of complaints when possible and provide an escalation pathway where required,*
- *Enable the identification of systemic issues and drive improvements (including by providers reporting on complaints).*
- *Identify and report on any complaints or issues that are reportable (as per the Incident Management and Reportable Incident System Policy 14.8).*