

Independent Rehabilitation Services Complaint 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 Complaint Handling Standards in Victoria (effective 26/05/2020). These include the following standards:

- IRS fosters an open and receptive culture to complaints that lead to continuous quality improvement.
- All reasonable steps are taken to support a person to make a complaint
- There is no reprisals because of feedback or a complaint
- Complaints are acknowledged by the provider as soon as practicable or within 3 working days, and wherever possible the complaint is remedied at the time it is made.
- Complainants together with IRS agree on method and frequency of communication throughout the complaints process
- Complainants are given a clear and timely response to the complaint within 30 days of IRS receiving it.
- Clients are informed about how to make a complaint to the Health Complaints Commissioner
- Any personal information collected from complaints is kept confidential.
- Records of complaints are kept separate from clients health information
- Staff dealing with complaint identify and declare and manage any conflict of interest
- Complaint records form part of the CQI at IRS and are managed in accordance with legislation and regulatory requirements.

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
- 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*
- *Identify and report on any complaints or issues that are reportable (as per the Incident Management and Reportable Incident System see 14.8).*