

HEALTH COMPLAINTS POLICY

Policy number	009	Version	2.0
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Responsible person	Health Team Manager	Scheduled review date	December 2018

Purpose

Parkinson's Victoria affirms that people have a right to question and provide feedback in regard to information and services provided. Parkinson's Victoria takes complaints seriously and manages them in a timely, transparent and meaningful way. Complaints and the actions taken to resolve them will be reported to the Health Services commissioner as part of the Annual Complaints Reporting (ACR)

Principles:

Parkinson's Victoria's complaints management is governed by the following principles:

- Complaints are best handled promptly and as close to the source as possible
- Complaints will be handled objectively and confidentially and complainants will not suffer any reprisals from making a complaint
- Complainants will be treated in accordance with the Mission and Values of Parkinson's Victoria
- Complainants will be treated with respect and will be provided with clear communication in regard the progress of the issue and actions taken
- Complaints will wherever relevant, inform Parkinson's Victoria's Continuous Quality Improvement, policies, procedures and practices.

Objectives:

This policy aims to provide an accessible, responsive and timely complaints management process.

Scope:

This policy applies to complaints related to the Health Information Service It does not apply to:

- Issues beyond Parkinson's Victoria's responsibility or where the complaint relates to an external Agency (E.g. informing PV of not getting appropriate care in a Health care facility) These complaints will be referred to the appropriate agency

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- Matters currently being dealt with or previously dealt with by an external complaints agency, tribunal or court
- Matters involving employment or employee conduct raised by employees (see Grievance policy)

Visibility and access

Complaints may be made face-to-face, by phone, fax, mail, and email or online. Parkinson's Victoria will assist people in making a complaint.

Responsiveness

Allegations of suspected harm or risk of harm to a client, or possible victims of crime, will be referred immediately to Management team and CEO. All complaints will be acknowledged and responded to as soon, as practicable. Complaints will be dealt with in a timely manner and complainants will be kept informed about the progress of their complaint and anticipated timeframes.

Assessment and action

In the first instance, resolution and conciliation of complaints will be attempted at the local level. Parkinson's Victoria will formally investigate the complaint if we decide informal negotiation or conciliation are not appropriate. In this instance the complaint will be escalated the Management team/CEO or board of Directors as appropriate.

At the conclusion of a complaint management or decision-making process, an internal review may also be requested. The internal review will be conducted by the Management team/CEO or board of directors.

Outcome and System improvement

In providing meaningful feedback on the outcome of a complaint, Parkinson's Victoria will clearly explain the outcome, the reasons for the outcome and the factors considered in the decision-making and resolution process.

An important element of the complaint management process is the identification and implementation of improvements in service delivery.

Parkinson's Victoria is committed to continually improving its services and will monitor agreed system improvements resulting from the review of complaints.

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Monitoring effectiveness and reporting

All complaints will be reported to the office of the Health Services Commissioner as part of the Annual Complaints return (ACR) protocol

Roles and Responsibilities:

Parkinson's Victoria Management team is responsible for:

- Maintaining protocols and systems that deals effectively with complaints
- Referring matters to an external agency for action where appropriate
- Implementation of the complaints policy and procedure
- Ensuring the complaints process is effectively administered
- Completion of ACR and submission to the office of the Health Services Commissioner
- Driving ongoing continuous improvement of service delivery through trends and issues identified.

Parkinson's Victoria Staff are responsible for:

- Responding to complaints in accordance with the complaints policy and procedure.