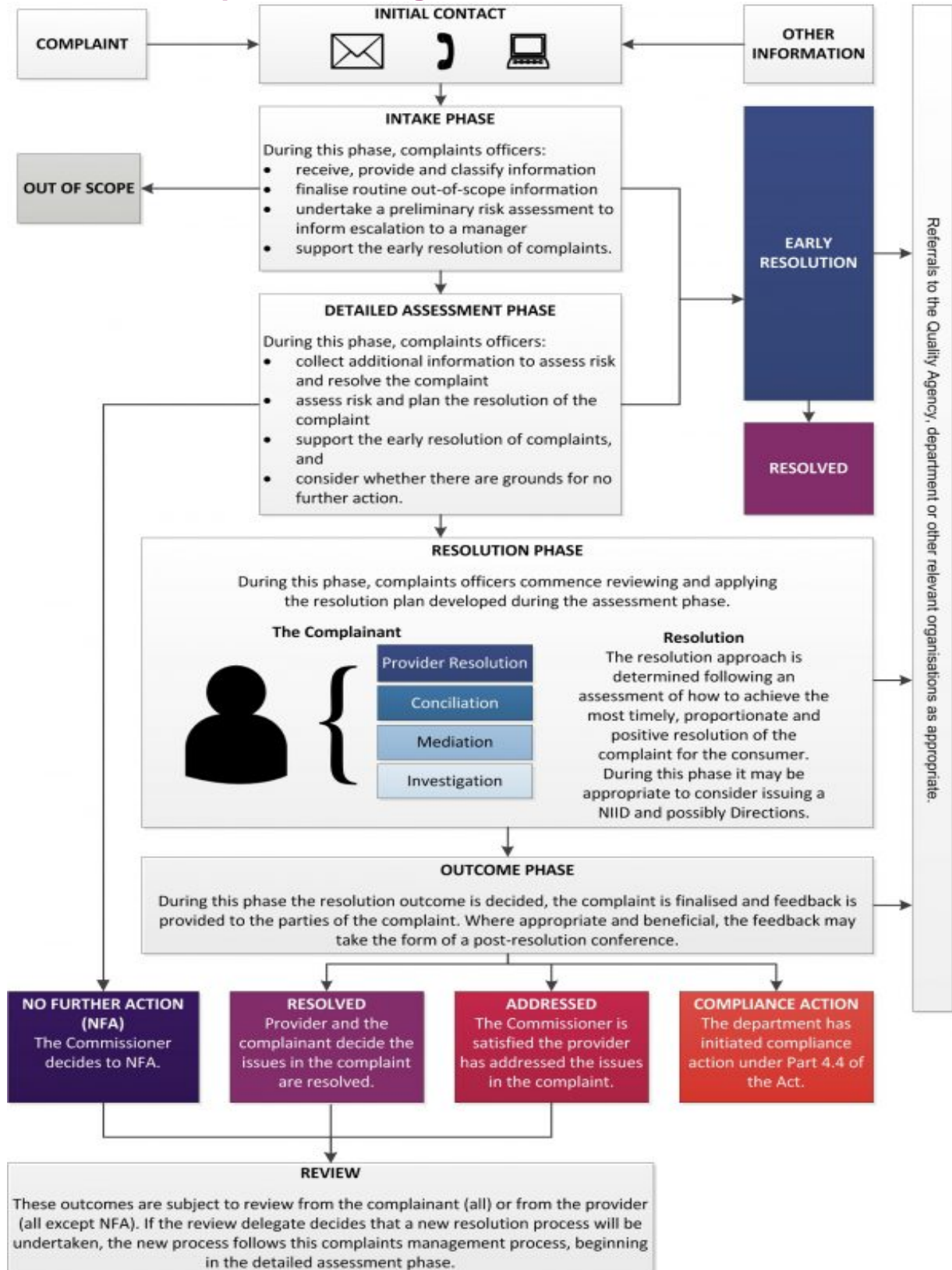




Resolve.
Protect.
Improve.

Aged Care Complaints Commissioner Complaints Management Process Flowchart





Three top tips:

When you receive your next complaint, ask yourself:

Resolve - What will resolve this concern?

- What the issue is?
- What are the expectations of the person making the complaint?
- What do they want to achieve?

Protect - Are there any urgent protection or safety issues that need addressing?

- Does this complaint identify a practice that puts clients at risk?
- If yes, how will I address this?

Improve - What lessons can our team learn from this experience?

- Consider complaints holistically – are there any areas you could improve?
- Does this complaint highlight a systemic issue that needs to be addressed?

Useful resources:

- Better Practice Guide to Complaint Management in Aged Care – designed to help services resolve complaints
- Guidelines for the Aged Care Complaints Commissioner – the guidelines complaints officers follow when working with you to resolve complaints
- Policy for managing unreasonable conduct from external parties.
- Service Provider Resolution animations – available on our YouTube Channel – animations that explain the service provider resolution process.

www.agedcarecomplaints.gov.au/resources

Contact us:

If you are interested in hosting a Complaints Commissioner education session, please email stakeholder@agedcarecomplaints.gov.au