



LEAD POLICY: FEEDBACK AND COMPLAINTS MANAGEMENT SYSTEM

"I want to feel welcome to provide feedback, whether it's positive or negative. If I or my family have feedback to give, I want it to be taken seriously, and I want to see what St Basil's has done about it."

1. POLICY STATEMENT

St Basil's is committed to regularly seeking input and feedback from our residents, our workforce, and other stakeholders, and will use this input and feedback to inform continuous improvement of the care and services we provide.

St Basil's considers all feedback and complaints in the spirit of **courtesy and kindness**, recognising the right of individuals to express opinions about the care they receive and to make complaints without fear of reprisal.

2. POLICY PRINCIPLES

- 2.1 St Basil's encourages and supports feedback and complaints from everyone who receives care from us, their families and others involved in their care, and our staff.
- 2.2 Residents will be made aware of and have access to advocates, language services, and other avenues for raising and resolving complaints and providing feedback. A variety of avenues will be available to suit the different communication needs and preferences of our residents.
- 2.3 St Basil's will protect the privacy of residents, staff, and others who provide feedback or make complaints by ensuring matters are dealt with confidentially and on a need-to-know basis.
- 2.4 St Basil's will take appropriate action in response to complaints, and will communicate with residents, their supporters, and staff regarding how feedback and complaints are considered and any action taken in response.
- 2.5 When things go wrong, St Basil's will practice open disclosure to the affected parties.
- 2.6 Feedback and complaints will be reviewed and used to improve the quality of care and services, with a focus on considering the intersection between different aspects of St Basil's care and services and identifying root causes.
- 2.7 The Board will monitor the overall effectiveness of the feedback and complaints management system and identify opportunities for improvement.

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3. DEFINITIONS

Open disclosure means open discussions with care recipients, their supporters, and others about issues or incidents that have caused harm or had the potential to cause harm to them. It involves an expression of regret and a factual explanation of what happened, the potential consequences, and what steps are being taken to manage this and prevent it happening again.

4. RELATED LEGISLATION AND STANDARDS

- Relevant to all aspects of the Aged Care Quality Standards:
 - Standard 1 – The Person
 - Standard 2 – The Organisation
 - Standard 3 – Care and Services
 - Standard 4 – The Environment
 - Standard 5 – Clinical Care
 - Standard 6 – Food and Nutrition
 - Standard 7 – The Residential Community

APPROVED	
NAME: Michelle Church, Chief Executive	Date: 17 July 2025