

Complaint and Grievance Policy

CCPC Welcomes feedback from those who have contact with the organisation. We will use this feedback to improve our services.

The information below can be placed on the website, flyers and various brochures produced for the services provided by CCPC. Central Coast Primary Care encourages people to provide feedback whether it is in the form of a complaint or feedback of any kind, from people who are concerned about the quality of care provided by staff or contractors of Central Coast Primary Care.

Complaints and feedback can be made by telephone, email, and fax or on our website. People are also welcome to visit our office. Contact details are provided below:

- Phone: (02) 4365 2294
- Email: ccpc@ccpc.com.au
- Fax: (02) 4365 3836
- Mail and Location Address: 167b The Entrance Rd, Erina NSW 2250 on-line or download a complaint form at www.ccpc.com.au

Each clinical service also has specific processes in place to receive, record and respond to a complaint or feedback.

This policy applies to all clients, participants and stakeholders of Central Coast Primary Care. The purpose of this Policy is to:

- Inform each person of their right to complain and work with the person, their families and carer to try and resolve the issue.
- Provide a safe environment for each person to make a complaint.
- Ensure that there are no negative consequences or retribution for any person who makes a complaint.
- Support participation in the complaint handling process of any person wanting to make a complaint and work with the person to identify the desired outcome.
- Treat each person making a complaint in a manner that protects their privacy and respects confidentiality.
- Provide fair and timely resolution of complaints.
- Keep each person informed at all stages of the decision making process concerning their complaint and the reasons for those decisions.
- Inform each person of their right to complain to an external body.
- Ensure concerns and complaints are handled impartially, justly, confidentially and with the appropriate sensitivity.
- Define the responsibilities and rights of all parties.
- Enable CCPC to respond to its changing environment and adapt any systems, processes and approaches that may be identified as an issue as part of any complaint or complaint process.

Discrimination, Abuse, Neglect or Exploitation

CCPC will support any client/consumer and their family or carer who wishes to raise allegations of discrimination, abuse, neglect or exploitation according to the CCPC Mandatory Reporting Policy.

Right to complain to an external body

All clients, participants and stakeholders of Central Coast Primary Care have a right to complain to an external body if they are not satisfied with the service they are being provided. It is their right to make

Complaint and Grievance Policy

a complaint (where relevant) to the Ombudsman (www.ombo.nsw.gov.au or 02 9286 1000) about the provision of a service by a service provider under the *Community Services (Complaints, Review and Monitoring) Act 1993 (NSW)*.

Other external organisations that may be able to assist with complaints include:

- The NDIS-
<https://www.ndis.gov.au/about-us/contact-us/feedback-complaints.html> or 1800 800 110
- The NSW Health Care Complaints Commission-
<http://www.hccc.nsw.gov.au/Contact-Us/default.aspx> or 1800 043 159

Lodging A Complaint With The Health Care Complaints Commission

The Commission's Service handles inquiries from people who are concerned about the quality of the health care provided to them or to a family member or friend. A complaint to the Health Care Complaints Commission must be lodged in writing as required by the Act. The Commission recommend that the person contacts the Commission's Inquiry Service on (02) 9219 7444 or Toll Free on 1800 043 159 to discuss their concerns. The Commission uses interpreting services to assist people whose first language is not English. To contact the Telephone Interpreter Service call 13 14 50. The written complaint can be lodged either;

- On-line: www.hccc.nsw.gov.au/Complaints/Online-Complaint-Form/Default/default.aspx
- Mail: Health Care Complaints Commission / Locked Mail Bag 18, Strawberry Hills NSW 2012
- Email : hccc@hccc.nsw.gov.au
- Fax: (02) 9281 4585

Lodging A Complaint With The Ombudsman

The Ombudsman NSW handles complaints regarding non-government services funded, licensed, or authorised by the Minister for Community Services, the Minister for Ageing, or the Minister for Disability Services.

You can make a complaint to the Ombudsman NSW in the following ways:

- [writing](#)
- [telephoning](#)
- sending an [email](#) or [fax](#)
- submitting the [complaints form](#)

Complaint enquiries: Monday to Friday 9am – 4pm.

Contacts: Phone: 02 9286 1000 / 1800 451 524

Web: www.ombo.nsw.gov.au Email: nswombo@ombo.nsw.gov.au Fax: 02 9283 2911

If you are a non-English speaking person, we can help through the Translating and Interpreter Service (TIS) on 131 450. If you are deaf, have a hearing impairment or speech impairment, contact us through the National Relay Service:

- TTY users phone 133 677 then ask for 02 9286 1000.
- Speak and Listen users phone 1300 555 727 then ask for 02 9286 1000.
- NRS Internet relay users connect then ask for 02 9286 1000.

CLINICAL SERVICE COMPLAINT

Effective complaint handling offers many practical benefits to our Clinical Services. Complaints deliver direct information from clients about ineffective decisions, poor service delivery and faulty systems and processes. Complaint data can be used to:

- provide a suitable remedy to a complainant;
- maintain good relations with stakeholders;
- evaluate the quality of programs and services;
- inform decision making about future service delivery.

Complaint and Grievance Policy

All procedures, brochures and resources regarding complaints outside of CCPC policy must be approved by the Quality Committee.

For all of CCPC Clinical Services, information on making a complaint or providing feedback is available in client information brochures that are available to all clients as well as on our website. Complaints and feedback will be recorded and actioned as per the CCPC Complaint and Grievance policy and procedure.

EXTERNAL SUBCONTRACTOR COMPLAINT

At times, CCPC will engage with external subcontractors to supplement and broker services that are not available from current employees to meet a defined need. An external subcontractor is a person or group who provides labour, skills or work to achieve a result that is defined under a service contract. The service contract or agreement is a legally enforceable agreement between two or more parties, and may be written or verbal.

- CCPC is bound by Funding Contracts and as such subcontractors that engage in a business relationship with CCPC must be made aware of their obligations and rights as part of their service agreement with CCPC. The subcontractor must also acknowledge that it may, after entering into a service agreement with CCPC, be considered a 'Service Provider', and as such may be subject to the *Ombudsman Act 1976* should a complaint or grievance be made against them.
- All external subcontractors that engage with CCPC are encouraged to provide feedback in the form of compliments or complaints in an effort to continually address quality improvement within the organisation.
- Feedback in the form of a compliment will be addressed as per CCPC policy.
- A complaint that is received will be addressed promptly and every effort will be undertaken to preserve a working relationship with CCPC and the external subcontractor for future projects.

Legislation: This policy is underpinned by the following legislation:

- COMMUNITY SERVICES (COMPLAINTS, REVIEWS AND MONITORING) ACT 1993
- PRIVACY AND PERSONAL INFORMATION PROTECTION ACT 1998
- OMBUDSMAN ACT 1974
- Freedom of Information Act 1989 No 5 (NSW)
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Workplace Relations Act 1996 (Clth)
- Workplace Relations Regulations 2006 (Clth)
- Anti-Discrimination Act 1977 No 48 (NSW)
- Disability Discrimination Act 1992 (Clth)
- Racial Discrimination Act 1975 (Clth)
- Sex Discrimination Act 1984 (Clth)
- Age Discrimination Act 2004 (Clth)
- Employees Liability Act 1991 No 4 (NSW)
- Workers Compensation Act 1987 No 70
- Fair Work Act 2009
- Disability Inclusion Act 2014