

Complaints and Feedback

Statement

Every Dutiful Daughters client, staff member or other stakeholder has a right to express their opinion about the services we provide. Dutiful Daughters welcomes complaints and feedback as a valuable indicator about the level of satisfaction with our services.

Dutiful Daughters seeks to continually improve the quality of care delivery and views all complaints and feedback as an invaluable opportunity for improvement. A complaints management system is implemented to ensure complaints and concerns are addressed in a professional manner, resolved as quickly as possible and that lessons are learnt to prevent or minimise reoccurrence.

Objectives

- To resolve complaints at the earliest opportunity in a way that respects and values the person's feedback while protecting their confidentiality and privacy.
- To provide opportunities for clients to actively influence the way we deliver services by meaningful engagement, listening and responding to feedback.
- To utilise the feedback gained to develop and deliver policies, programs and services that support and enhance the well-being of Dutiful Daughters clients and stakeholders.

MAKING A COMPLAINT OR PROVIDING FEEDBACK

Verbally	Call Dutiful Daughters office on (02) 9387 1039
Mail	Dutiful Daughters Complaints Officer, PO Box 1725, Bondi Junction, NSW 1355
Email	feedback@dutifuldaughters.com.au
Website	Select 'Contact us' then 'Submit feedback' on our website www.dutifuldaughters.com.au
Other	Complaints and Feedback Notification Form (provided at on-boarding/review or available on request)

Complaints should be made in a timely manner to ensure they can be appropriately actioned. It is recommended that they are made in writing outlining your concerns and providing as much detail as possible.

Dutiful Daughters will investigate and resolve the complaint and, in most instances, a response will be given within 2 business days. If the matter warrants a further investigation, we will contact you and give a clear time frame for the matter to be handled.

If the complaint is deemed to be of a serious/criminal nature, Dutiful Daughters may at its discretion involve external authorities e.g. the police to assist with resolving the matter. Should this be the case, Dutiful Daughters will ensure this is communicated to the complainant as much as is reasonably practicable.

Dutiful Daughters also welcomes positive feedback in the form of compliments. Any compliment received shall be communicated directly to the relevant person/s.

ADVOCACY AND ALTERNATE COMPLAINT PATHWAYS

If a person prefers or needs another person to assist or represent them in making and/or resolving their complaint, we will communicate with them through the representative of their choice. Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, member of Parliament, another organisation)

If a person is dissatisfied with the outcome of any complaint, or how it has been handled, they may request further investigation by writing to:

- **Dutiful Daughters – Director**
PO Box 1725, Bondi Junction, NSW 1355 or email: jane@dutifuldaughters.com.au
- **Ombudsman NSW**
Level 24, 580 George Street, Sydney, NSW 2000 or visit their website www.ombo.nsw.gov.au
- **Aged Care Quality and Safety Commission**
GPO Box 9819, Sydney, NSW 2000 or visit their website www.agedcarequality.gov.au

Related legislation

Ombudsman Act 1973
Freedom of Information Act 1982
Privacy and Data Protection Act 2014
Health Records Act 2001
Health Services Act 1988
Mental Health Act 2014
Children, Youth and Families Act 2005
Charter of Human Rights and Responsibilities Act 2006
Disability Act 2006
Protected Disclosure Act 2012
Commission for Children and Young People Act 2012
The Aged Care Act 1997
The Complaints Principles 2015

