

Women's and Children's Health	CONTINUUM OF CARE - AFHS EVALUATION POLICY	9F-05-1-002 Page 1 of 1
Complaints		Revision: 1 Approved: 30/09/1999 Approved By: Frederika Veit Director Next Review: September 2002

1. *Policy statement*

All clients and consumers of the AFHS have a right to have their concerns about service delivery and care heard and addressed without fear, and will not be disadvantaged in accessing the health services.

All complaints will be investigated promptly and treated with confidentiality in a consistent and user focussed manner. All staff will facilitate and empower clients of the health service to express their concerns or dissatisfaction in line with this policy.

2. *Persons Affected*

All staff of the AFHS.

All clients and users of the health service who wish to make a complaint.

3. *Definition of terms*

A Complaint is an expression of dissatisfaction by or on behalf of an individual or group of individuals regarding care or treatment, administrative practices, or any other aspect of the service, or an expression of dissatisfaction about staff or client/staff activity.

4. *Responsibility*

All staff will be responsible in the first instance, to record complaints and where possible take action to resolve complaints at the point of service.

All complaints either written or verbal and the action taken will be forwarded to the Team Leader who will then initiate an investigation and resolution, or refer to the Program Director for further action.

5. *Criteria*

All complaints are to be resolved at the point at which they originated, when possible. The complaint process is open and accessible to any person, group or health care professional. Assistance as to the complaint process, including options for dealing with their complaints, will be afforded to people wishing to make a complaint.

Client confidentiality will be maintained.

Staff will cooperate with complaint mechanisms and treat comments and complaints as an opportunity to improve, when appropriate, health services.

6. *Special provision/reference document (which may be referred to)*

Health services (Conciliation and Review) Act 1987

The Women's and Children's Health Policy and Procedure Manual

Equal Opportunity Complaints. Policy document: 3-04-1-001.

Resolution of Serious Employment Problems. Policy document 03-15-1-004

7. *Bibliography*