

COMPLAINTS MANAGEMENT



<p>Policy Objective</p>	<p>Our complaint management system is intended to:</p> <ul style="list-style-type: none"> ○ enable us to respond to issues raised by residents in a timely way ○ maintain resident confidence in our administrative process, and ○ provide information that can be used by us to deliver quality improvements in our services, systems and complaint handling. <p>Aim:</p> <ul style="list-style-type: none"> ○ To improve the quality of accommodation, services and care provided to all our residents.
<p>Policy Procedure</p>	<p>Tulich Family Communities sees comments, complaints, suggestions and feedback as an opportunity to improve our services and care. Your comments will assist us in measuring resident satisfaction and to promote the village as a pro-active organisation that is prepared to review and evaluate issues as they arise.</p> <p>All comments and complaints will be handled fairly, promptly and confidentially.</p> <ul style="list-style-type: none"> ○ We openly welcome your comments and will endeavour to resolve any issues promptly.
<p>Policy Procedure</p>	<p>Staff</p> <ul style="list-style-type: none"> ○ Treat all people with respect, including people who make complaints. ○ Be aware of our complaint handling policies & procedures. ○ Assist people who wish to make complaints to access our complaints process. ○ Be alert to complaints and assist staff handling complaints resolve matters promptly. ○ Provide feedback to management on issues arising from complaints. ○ Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.
<p>Policy Procedure</p>	<p>Resident</p> <p>Any problems, suggestions, feedback or comments may be lodged either verbally in person or telephone, or in writing to the onsite manager. To lodge written comments the “Your Opinion Counts” (“YOC”) forms may be used or you may prefer to write a letter, that you can either hand into Reception or place in the secure Management Mailbox. The YOC forms can be found next to the Resident Noticeboard.</p> <p>Fair trading: https://www.fairtrading.nsw.gov.au/ Ph: 13 32 20 NSW Tribunal: https://www.ncat.nsw.gov.au/ Ph: 1300 555 727</p>
	<p>Policy updated July 2021</p>