

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.

Each person using a CCPC Clinical Service has a right to complain. We are committed to hearing their complaint and working with the person, their families and carer to try and resolve the issue. We promise to:

- 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 offer support to 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.

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.

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 a complaint (where relevant) to the Ombudsman ([www.ombo.nsw.gov.au](http://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).

## Mental Health Services

- Primary Mental Health Clinical Services which includes, Child, Peri-natal, Aboriginal and Torres Strait Islander and Suicide Prevention Programs
- Mental Health Nurse Initiative Program
- Partners in Recovery

## Cervical Screening Outreach Clinics

A phone survey will be conducted annually, by the project officer, of randomly selected patients to seek their experiences of their care at the clinic. Collated responses will be reported to the Clinical Governance Committee. Complaints and feedback will be recorded and reported as per CCPC policy.

## Commonwealth Home Support Program

All clients receive a 'Your rights and responsibilities' brochure. This explains that the client should initially raise the complaint with the dietician involved, then with Central Coast Primary Care (as previously outlined). Complaints and feedback will be recorded and reported as per CCPC policy. If this does not resolve the complaint they may contact the Aged Care Complaints Scheme:

Phone: Free Call 1800 550 552

Aged Care Complaints Scheme

c/- Department of Health

GPO Box 9848 in their capital city.

Website: [www.agedcarecomplaints.govspac.gov.au](http://www.agedcarecomplaints.govspac.gov.au)

Complaints and feedback can be made openly or anonymously, and will always remain confidential.

## Afterhours GP Clinics

The Afterhours GP Clinics have well established mechanisms for dealing with complaints and feedback and are reviewed as part of the accreditation process.

## Chronic Disease Outreach Service

All program participants are evaluated weekly and reported quarterly to the funding body and Clinical Governance Committee.