

HEALTH COMPLAINTS POLICY

PURPOSE

Fight Parkinson's affirms that people have a right to question and provide feedback in regard to information and services provided. Fight Parkinson's takes complaints seriously and manages them in a timely, transparent and meaningful way. Complaints and the actions taken to resolve them will be reported to the appropriate statutory authority or agency as required by Service Agreement.

This policy applies to complaints related to the Health Information Service. It does not apply to:

- Issues beyond Fight Parkinson's responsibility or where the complaint relates to an external Agency (E.g., informing Fight Parkinson's of not getting appropriate care in a Health care facility) These complaints will be referred to the appropriate agency.
- Matters currently being dealt with or previously dealt with by an external complaints agency, tribunal or court.
- Matters involving employment or employee conduct raised by employees (refer to Fight Parkinson's Grievance Policy)

PRINCIPLES

Fight Parkinson's complaints management is governed by the following principles:

- Complaints are best handled promptly and as close to the source as possible
- Complaints will be handled objectively and confidentially and complainants will not suffer any reprisals from making a complaint
- Complainants will be treated in accordance with the Mission and Values of Fight Parkinson's.
- Complainants will be treated with respect and will be provided with clear communication in regard the progress of the issue and actions taken
- Complaints will wherever relevant, inform Fight Parkinson's Continuous Quality Improvement, policies, procedures and practices.

OBJECTIVES

This policy aims to provide an accessible, responsive and timely complaints management process.

VISIBILITY AND ACCESS

Complaints may be made face-to-face, by phone, fax, mail, and email or online.

Fight Parkinson's will assist people in making a complaint.

RESPONSIVENESS

Allegations of suspected harm or risk of harm to a client, or possible victims of crime, will be referred immediately to the Management team and CEO. All complaints will be acknowledged and responded to as soon, as practicable. Complaints will be dealt with in a timely manner and complainants will be kept informed about the progress of their complaint and anticipated timeframes.



ASSESSMENT AND ACTION

In the first instance, resolution and conciliation of complaints will be attempted at the local level. Fight Parkinson's will formally investigate the complaint if we decide informal negotiation or conciliation are not appropriate. In this instance the complaint will be escalated to the Management team/CEO or board of Directors as appropriate.

At the conclusion of a complaint management or decision-making process, an internal review may also be requested. The internal review will be conducted by the Management team/CEO or board of directors.

OUTCOME AND SYSTEM IMPROVEMENT

In providing meaningful feedback on the outcome of a complaint, Fight Parkinson's will clearly explain the outcome, the reasons for the outcome and the factors considered in the decision-making and resolution process.

An important element of the complaint management process is the identification and implementation of improvements in service delivery.

Fight Parkinson's is committed to continually improving its services and will monitor agreed system improvements resulting from the review of complaints.

MONITOR EFFECTIVENESS AND REPORTING

All complaints will be reported to the appropriate Statutory authority or agency.

ROLES AND RESPONSIBILITIES

Fight Parkinson's Management team is responsible for:

- Maintaining protocols and systems that deals effectively with complaints
- Referring matters to an external agency for action where appropriate
- Implementation of the complaints policy and procedure
- Ensuring the complaints process is effectively administered
- Collation of required complaint data and submission to the appropriate statutory authority or agency.
- Driving ongoing continuous improvement of service delivery through trends and issues identified.

Fight Parkinson's Staff are responsible for:

- Responding to complaints in accordance with the complaints policy and procedure.

RELATED DOCUMENTS

- Fight Parkinson's Grievance Policy

APPROVED BY THE BOARD

Signed: 

Date: 15 December 2022
Chair, Fight Parkinson's

