

E.08 Complaints Handling

1.0 INTRODUCTION/BACKGROUND

Mercy Services recognises the value of positive principles and effective mechanisms to manage complaints. Mercy Services defines a complaint as, *'any expression of dissatisfaction, either written or verbal, made by or on behalf of a service user'*. Verbal complaints are treated just as seriously as written complaints. All complaints received from clients, the public and/or employees will be viewed as valuable information and feedback for Mercy Services.

Mercy Services will respond to complaints in line with an open disclosure process:

1. Expression of apology/regret when a person has experienced harm;
2. Explanation of Mercy Services situation and policy that may have contributed to this harm;
3. Explanation of the consequences/changes that have resulted from Mercy Services response; and
4. Explanation of steps Mercy Services will take to ensure there is no recurrence of the harm to the person or others.

As a community service funded by the NSW Government Mercy Services is required by the Community Services (Complaints Reviews and Monitoring) Act 1993 (NSW) to respond to complaints fairly, objectively and as quickly as possible. This Act obliges community service organisations to comply with the following principles:

- “the best interests of the person” be the primary consideration in providing services to clients;
- foster an atmosphere in which complaints and independent monitoring are viewed positively;
- encourage the resolution of complaints at a local level through alternative dispute resolution (ADR);
- provide independent and accessible mechanisms for resolving complaints and reviewing complaints procedures;
- encourage compliance with the principles and provisions of other community welfare legislations e.g. the Disability Standards, the Out of Home Care Standards.

2.0 SCOPE

This policy applies to all complaints by Mercy Services clients or about Mercy Services sites, equipment, programs etc.

Complaints about possible abuse/neglect are covered by different Mercy Services policies (E.16 and E.17). Incidents are also covered by a different policy (G.17).

Complaints by staff and volunteers are covered by a different policy (F.08).

3.0 POLICY STATEMENT

Mercy Services welcomes information and feedback from clients which will enable us to improve the quality of our services.

Mercy Services will have a clear and fair process to respond to complaints by clients or by others in relation to client services.

This process will be promoted to clients. Clients will be assisted to seek support and advocacy in progressing their comment/complaint.

Each person making a complaint has opportunity at any time to nominate a key contact person they want regarding the complaint.

4.0 PROCEDURES

4.01 Principles regarding Mercy Services response to complaints

1. Complaints can be made in writing, by telephone, face to face or anonymously.
2. Staff will ensure that additional, culturally sensitive steps are taken to support Aboriginal, Torres Strait Islander, and Culturally and Linguistically Diverse clients to feel safe and free from fear of retribution when making a complaint.
3. Clients have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with fairly and promptly.
4. Complaints will be accepted politely, with respect and in a positive non-defensive manner.
5. Staff will acknowledge the impact of the issue on the person making the complaint.
6. Staff will recognise reasonable expectations of clients and their carers.
7. All parties will be offered support during the process, including staff.
8. Staff will not discuss the complaint with people who are not parties to it.
9. Mercy Services will apologise when inappropriate actions or inaction have resulted in harm and tell the complainant how Mercy Services plans to prevent recurrence.
10. Mercy Services will use the results of complaint investigations to improve systems and risk management.
11. Staff will take steps to ensure that clients feel comfortable to continue accessing the service after making a complaint.
12. Any complaint that appears to involve abuse/neglect of a child or vulnerable person is to be addressed using the procedure in the relevant Mercy Services Policy (*E.16 Protection & Vulnerable Adults from Abuse & Neglect or E.17 Protection of Children from Abuse & Neglect*).

4.02 Promoting the Feedback and Complaints process

- 1) The Coordinator is responsible for ensuring that all staff and clients know about the complaints handling procedure. Items in newsletters, calendars and activities at Day Centres can all be used to remind clients of their rights and the complaints process.
- 2) Written information on the complaints procedure of Mercy Services is given to and explained to clients at the time of assessment. Home Care Package and Home Support Program (formerly known as HACC) clients receive a copy of the complaints procedure in their copy of the Client Agreement. McAuley Outreach Service (MOS) clients receive a copy of the complaints procedure in their copy of the Client Information brochure.
- 3) Coordinators should remind clients periodically of their rights to complain (at least at 12 monthly reviews).
- 4) Coordinators should ask staff/volunteers at relevant meetings whether they are aware of any complaints/feedback and if necessary remind staff/volunteers of this Complaints Policy.

4.03 Informal complaints

Informal complaints are appropriate for minor issues such as:

- All parties consider the issue to not be significant i.e. not requiring a formal complaint or investigation being made.
- It is clear that the nature of the complaint does not involve actual or significant risk of any emotional, financial, physical, or sexual neglect/abuse; any criminal action; or any professional misconduct by staff.
- Is one-off i.e. can be resolved to the complainant’s satisfaction within the service. If a non-significant matter happens again it then may be treated as a formal complaint.

Informal Complaints procedure:

1. The complainant may bring up the minor issue with any staff member or the Coordinator.
2. A resolution is reached between the parties and any actions that need to occur are agreed upon verbally.
3. The Complainant is to be informed, or reminded, of the formal procedure and encouraged to bring up the matter again if the matter is not resolved to his/her satisfaction.
4. Staff are to inform their Coordinator of any informal complaint made and any resolution reached. If necessary, the Coordinator will contact the client to discuss the issue.
5. The Coordinator will record the details of informal complaints in the client file. A basic record of all informal complaints (type, date received and date resolved) will also be made in the Coordinator’s monthly report to Management using the following format:

Feedback related to:	Date received:	Date resolved (if a complaint)	Total each type
Standard of Service			
Timeliness of service			

Worker Conduct			
Other			

4.04 Complaints regarding Aged Care Services

If you are dissatisfied with any aspect of your package, you should take the following steps:

1. Clients are encouraged to raise their complaint with the staff member concerned in the first instance.
2. If the client is not happy to discuss the issue with the staff member concerned, not satisfied with the outcome, or not had an outcome after 3 business days they can contact the Coordinator. At any stage they may involve an advocate to negotiate on their behalf.
3. If the client is not happy to discuss the issue with the Coordinator concerned, not satisfied with the outcome, or not had an outcome after 3 business days they can raise the issue with the Manager. If the client wants s/he can have an advocate or support person present.
4. If the issue is still not satisfactorily resolved or is not resolved after 3 business days the client can raise the issue with the Chief Executive Officer (CEO). This may involve the use of a neutral third party mediator to assist in resolving the complaint.
5. If the complainant is not happy with the outcome or the issue is still unresolved after 3 business days s/he has the right to appeal the decision to The Chairperson, Board of Directors, C/o 32 Union St., Tighes Hill 2297.
6. The Board of Directors may need one or two months to discuss the issue as that is as frequently as they meet.
7. If after approaching the above people, the issue is still not resolved, the client can raise the matter with:

- | | |
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| <p>(a) The Complaints Unit
The Department of Health & Ageing
GPO Box 9848, Sydney NSW 2001
Telephone: 02 9236 3555
Toll Free: 1800 550 552</p> | <p>(b) The Aged Care Rights Service
Level 1, 418a Elizabeth Street
Surry Hills 2010
Telephone: 9281 3600
Toll Free: 1800 424 079</p> |
|--|--|

You will be informed of the negotiated outcome by the relevant Mercy Services officer within the time limits listed above.

4.05 Complaints regarding Disability Services

If you are dissatisfied with any aspect of your service, you should take the following steps:

1. Clients are encouraged to raise their complaint with the staff member/volunteer concerned in the first instance.
2. If the client is not happy to discuss the issue with the staff member concerned, not satisfied with the outcome, or not had an outcome after 3

business days they can contact the Coordinator. At any stage they may involve an advocate to negotiate on their behalf.

3. If the client is not happy to discuss the issue with the Coordinator concerned, not satisfied with the outcome, or not had an outcome after 3 business days they can raise the issue with the Manager. If the client wants s/he can have an advocate or support person present.
4. If the issue is still not satisfactorily resolved or is not resolved after 3 business days the client can raise the issue with the CEO. This may involve the use of a neutral third party mediator to assist in resolving the complaint.
5. If the complainant is not happy with the outcome or the issue is still unresolved after 3 business days s/he has the right to appeal the decision to The Chairperson, Board of Directors, C/o 32 Union St., Tighes Hill 2297.
6. The Board of Directors may need one or two months to discuss the issue as that is as frequently as they meet.
7. If after approaching the above people the issue is still not resolved, the client should refer her/his complaint to the NSW Ombudsman: Community Services Division on 1800 451 524.

At any stage you can involve a support person or advocate. Agencies that may help in this area are:

- Disability Advocacy Phone (02) 4927 0111
- Aged and Community Care Information Line on 1800 500 853

You will be informed of the negotiated outcome by the relevant Mercy Services officer within the time limits listed above.

4.06 Complaints regarding Community Transport Services

If as a passenger, you are dissatisfied with any aspect of your service, you should take the following steps:

1. Passengers are encouraged to address their complaint about the behaviour of a team member or passenger with that person. The passenger does not have to do so if they feel uncomfortable about speaking with the person.
2. If the passenger is not happy to discuss the issue with the person concerned, not satisfied with the outcome, or not had an outcome after 3 business days they can contact the Coordinator (4961 3113). At any stage you may involve an advocate to negotiate on their behalf.
3. If the passenger is not happy to discuss the issue with the Coordinator, not satisfied with the outcome, or not had an outcome after 3 business days they can raise the issue with the Manager (4961 3113). If the client wants s/he can have an advocate or support person present.
4. If the issue is still not satisfactorily resolved or is not resolved after 3 business days the client can raise the issue with the CEO (4944 1944). This may involve the use of a neutral third party mediator to assist in resolving the complaint.

5. If the passenger is not happy with the outcome or the issue is still unresolved after 3 business days s/he has the right to appeal the decision to The Chairperson, Board of Directors, C/o 32 Union St., Tighes Hill 2297.
6. The Board of Directors may need one or two months to discuss the issue as that is as frequently as they meet.
7. If after approaching the above people the issue is still not resolved, the passenger should refer the complaint to the NSW Ombudsman: Community Services Division on 1800 451 524.

At any stage the passenger can involve a support person or advocate. Agencies that may help in this area are:

- Disability Advocacy Phone (02) 4927 0111
- Aged Care Complaints Commissioner on [1800 550 552](tel:1800550552)

You will be informed of the negotiated outcome by the relevant Mercy Services officer within the time limits listed above.

4.07 Complaints regarding McAuley Outreach (AOD) Services

Should you have any suggestions or concerns with the service, you can take the following steps:

Step 1. Talk about the issue with your counsellor.

Step 2. If you are not happy to discuss the issue with the counsellor, not satisfied with the outcome, or not had an outcome after 3 business days you can contact the Coordinator (4961 2686). At any stage they may involve an advocate to negotiate on their behalf.

Step 3. If you are not happy to discuss the issue with the Coordinator, not satisfied with the outcome, or not had an outcome after 3 business days you can raise the issue with the CEO (4944 1944). This may involve the use of a neutral third party mediator to assist in resolving the complaint.

Step 4. If you are not happy with the outcome or the issue is still unresolved after 3 business days you have the right to appeal the decision to The Chairperson, Board of Directors, C/o 32 Union St., Tighes Hill 2297.

Step 5. The Board of Directors may need one or two months to discuss the issue as that is as frequently as they meet.

You will be informed of the negotiated outcome by the relevant Mercy Services officer within the time limits listed above.

4.08 Complaints regarding Mercy Services Brighter Futures Services

Should you have any suggestions or concerns with the service, you can take the following steps:

Step 1. Talk about the issue with your worker.

Step 2. If you are not happy to discuss the issue with your worker, not satisfied with the outcome, or not had an outcome after 3 business days you can contact the Coordinator (4961 2686) or your Case Manager. At any stage they may involve an advocate to negotiate on their behalf.

Step 3. If you are not happy to discuss the issue with the Coordinator, not satisfied with the outcome, or not had an outcome after 3 business days you can raise the issue with the General Manager (4961 2686). This may involve the use of a neutral third party mediator to assist in resolving the complaint.

Step 4. If you are not happy with the outcome or the issue is still unresolved after 3 business days you have the right to appeal the decision to The Chairperson, Board of Directors, C/o 32 Union St., Tighes Hill 2297.

You will be informed of the negotiated outcome by the relevant Mercy Services officer within the time limits listed above.

4.09 Complaints regarding other Mercy Services Programs

If a client is dissatisfied with other Mercy Services client services s/he should take the following steps:

1. Clients are encouraged to raise their complaint with the staff member concerned in the first instance.
2. If the client is not happy to discuss the issue with the staff member concerned, not satisfied with the outcome, or not had an outcome after 3 business days they can contact the Coordinator. At any stage they may involve an advocate to negotiate on their behalf.
3. If the client is not happy to discuss the issue with the Coordinator concerned, not satisfied with the outcome, or not had an outcome after 3 business days they can raise the issue with the Manager. If the client wants s/he can have an advocate or support person present.
4. If the issue is still not satisfactorily resolved or is not resolved after 3 business days the client can raise the issue with the CEO. This may involve the use of a neutral third party mediator to assist in resolving the complaint.
5. If the complainant is not happy with the outcome or the issue is still unresolved after 3 business days s/he has the right to appeal the decision to The Chairperson, Board of Directors, C/o 32 Union St., Tighes Hill 2297.
6. The Board of Directors may need one or two months to discuss the issue as that is as frequently as they meet.

You will be informed of the negotiated outcome by the relevant Mercy Services officer within the time limits listed above.

4.10 External Support for Clients, including those with special needs

The client has the right to use an advocate of their choice to negotiate on their behalf with the staff and/or management of Mercy Services. This may be a family

member or friend, or an agency such as the Aged Care Rights Service or Disability Advocacy Service.

Advocacy Services

Advocacy services available for Mercy Services clients include:

SYDNEY:	Disability Complaints Service.....(FREE) 1800 424 007
	The Aged Care Rights Service 02 92813600
(FREE) 1800 424 079
HUNTER:	Disability Advocacy NSW Inc: 02 4927 0111
	Pensioner Advisory Service 02 4926 4001
	Aboriginal Health Service..... 02 4924 6067
	Northern Settlement Services 02 4969 3399
	Aged Care Complaints(FREE) 1800 550 552

Translation and interpreter services will be engaged as necessary (see E.13 Cultural Awareness Policy).

Clients with dementia or other cognitive deficits and clients with low levels of literacy will especially be encouraged to engage an advocate.

The client's permission should be obtained prior to any information being given to other parties to assist in the satisfactory resolution of the complaint.

It is the responsibility of the CEO, Mercy Services to ensure that complainants are aware of Mercy Services appeals mechanisms and of external agencies to assist them with their appeal.

4.11 Recording and Investigating Complaints

All complaints, whether they are significant or non-significant, will be handled in a fair, courteous, empathic, efficient and timely manner with clients / carers / advocates being consulted and assisted throughout the process.

Coordinators are to list all informal complaints in their monthly report to the CEO (see section 4.03).

The CEO's report to the Mercy Services Board will summarise with non-identifying details of all complaints received and the results of related investigations.

The CEO and Managers are to record all formal complaints (i.e., those that are not resolved at the first attempt) on the Complaints Record Form (Appendix 1).

The CEO is responsible for ensuring relevant information about all complaints is extracted from the Complaints Record Form and recorded in the Mercy Services Complaints Register.

Complaint information relevant to funded services will be provided to funders as required in funding agreements.

All complaints should be resolved, where possible, within 3 months.

The complainant will be asked to sign the Client Feedback section of the Complaints Record Form if Mercy Services believes a written record of their feedback is desirable (e.g., for serious complaints).

Following the investigation the Coordinator, Manager or CEO will phone the complainant (and other parties involved in the complaint) and if appropriate may cover the following points:

- ✓ acknowledge event;
- ✓ express regret;
- ✓ summarise the findings;
- ✓ summarise any action taken to resolve the complaint;
- ✓ summarise actions taken to prevent recurrence of a similar problem (if relevant);
- ✓ recognise reasonable expectations of clients and their support person;
- ✓ inform the client of the limitations on Mercy Services and the situation of staff/volunteers; and
- ✓ ask the complainant to provide feedback regarding the outcome and the procedure followed.

The Coordinator or CEO may choose to write a letter to the complainant if s/he believes this is more appropriate than a phone call.

4.12 Preventing Recurrence

The following steps will be taken to avoid a recurrence:

- Before signing a Complaint Record Form the CEO will ensure that appropriate action was identified in the follow-up to a complaint to prevent a recurrence of the complaint.
- If the person responsible continues to offend, appropriate disciplinary action will be taken.

4.13 Compliance

Compliance with this policy is being measured by:

- a) 100% of clients receive written information about the complaints procedure
- b) 100% of Coordinators report on complaints in their monthly report
- c) The CEO will prepare a report each year detailing
 - i. the number of complaints received;
 - ii. the nature of the complaint;
 - iii. the average length of time taken to resolve complaints;
 - iv. the percentage of complainants who involved an advocate;
 - v. the percentage of complainants who said they were satisfied with the outcome; and
 - vi. the percentage of complainants who said they were satisfied with the process.

4.14 Evaluation

The performance indicators for the evaluation of this policy are:

- a) At least 90% of respondents to client satisfaction survey have a positive assessment of Mercy Services complaints handling;
- b) At least 75% of complainants say they were satisfied with the outcome of their complaint; and

- c) At least 75% of complainants said they were satisfied with the process followed with their complaint.

5.0 REFERENCES

1. Current Issues	a) None identified
2. Australian Standards	b) nil
3. Legislation	<p>a) Community Services (Complaints Reviews and Monitoring) Act, 1993 (NSW)</p> <p>b) Disability Inclusion Act, 2014 (NSW)</p> <p>c) Health Records and Information Privacy Act, 2002 (NSW)</p> <p>d) Ombudsmans Act, 1974 (NSW)</p> <p>e) Privacy Act, 1988 (Cth)</p> <p>f) Privacy and Personal Information Protection Act, 1998 (NSW)</p>
4. Professional guidelines	a) nil
5. Codes of Practice	<p>a) NSW Government Privacy NSW “Handbook to Health Privacy” http://www.lawlink.nsw.gov.au/lawlink/privacynsw/ll_pnsw.nsf/vwFiles/HRIPA%20Handbook%20-%20HRIPA01-2004-08.pdf/\$file/HRIPA%20Handbook%20-%20HRIPA01-2004-08.pdf</p> <p>b) NSW Ombudsman (2009) Complaint Handling Kit http://www.ombo.nsw.gov.au/publication/PDF/brochures/complaint%20handling%20kit%20%20August%202009.pdf</p>
6. Codes of Ethics	<p>a) Australian Association of Social Workers Code of Ethics http://www.aasw.asn.au/document/item/1201</p> <p>b) Australian Psychological Association Code of Ethics http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf</p> <p>c) The Nursing and Midwifery Board of Australia. Registration Requirements http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx</p> <p>d) Integrity in the Service of the Church https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards</p> <p>e) Mercy Services Code of Conduct</p>
7. Evidence	<p>a) Australian Government: Office of Privacy Commissioner “Private Sector Information Sheet 1A – National Privacy Principles” http://www.privacy.gov.au/materials/types/infosheets/view/6583</p> <p>b) Australian Commission on Safety and Quality in Healthcare (2003) Open Disclosure Standard: A National Standard For Open Communication In Public And Private Hospitals, Following An Adverse Event In Health Care http://www.health.gov.au/internet/safety/publishing.nsf/Content/3D5F114646CE93DCA2571D500BFEB7/\$File/OpenDisclosure_web.pdf</p>
8. Mercy Services Values	a) Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED POLICIES AND PROCEDURES

- A.1 Mission and Values
- A.3 Code of Conduct
- C.01 Management Roles and Responsibilities
- C.04 Program Performance and Monitoring
- C.05 Quality Improvement
- E.01 Service Guarantee
- E.02 Service Access and Equity
- E.03 Meeting Individual Needs
- E.04 Client fees
- E.05 Client Participation, Decision Making & Advocacy

- E.09 Client Record
- E.11 Coordination with Other Services
- E.12 Client Exit from programs
- E.13. Cultural Awareness
- E.14 Duty of Care
- E.15 Protection of Vulnerable Adults from Abuse and Neglect
- E.15 Protection of Children from Abuse and Neglect
- E.17 Privacy Policy
- G.01 WHS Policy
- G.07 Anti Aggression, Harassment & Bullying
- G.17 Incident Investigation

7.0 RELATIONSHIP WITH STANDARDS

<i>Aged Care Accreditation Standards</i>	<i>Home Care Standards</i>	<i>Disability Standards</i>	<i>EQulP Standards</i>
1.1, 1.2, 1.3, 1.4	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 3.4, 3.5	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 5.1, 5.5, 6.1, 6.4, 6.7	1.1.8, 1.2.1, 2.1.2, 2.2.1, 2.2.4, 2.3.1, 2.3.2, 2.3.3, 3.1.5

8.0 DOCUMENT CHANGES RECORD

<i>Dates of change</i>	<i>Section altered</i>	<i>Natures of changes made</i>
08/03/2007	All sections	Document created
09/02/2010	All sections	Major revision and new format
24/02/2010	4.11	Make feedback to complainant via phone with letter only if the GM/ Coordinator believe it is necessary
31/05/2010	4.11	Addition of extra feedback to complainants
09/06/2010	a) 1.0 b) 2.0 c) 4.12	a) Requirements of legislative requirements added b) Clarified that abuse/neglect covered by different policy c) Inclusion of reporting and outcome measures
05/04/2011	a) 4.11 b) 7.0 Relationship to Standards	a) Requirement that only Managers and the General Manager are to record formal complaints using the Mercy Services Complaints Form b) Replace HACC Standards and CACP Standards with Community Care Common Standards and update to EQulP 5 Standards
19/03/2012	a) 4.02 (4) b) 4.03 c) 4.04-4.09, 4.11 d) 4.04 e) 4.05 f) 4.10 g) 4.11 h) 4.12 i) 4.13 Compliance and 4.14 Evaluation j) 5.0 References	a) New section b) Clarification of nature of “not significant” issue and how informal complaints are to be reported c) Remove 14 day resolution requirement replacing it with time limits on each step d) Renamed Aged Care (includes CACP and HACC) e) Renamed Disability Services (includes FGP and pre 65 year old HACC clients)

		<ul style="list-style-type: none"> f) Renamed to include special needs with additional requirements for those clients g) Reference to reporting of informal complaints h) Move GM annual report to 4.13 i) New sections j) Add Current Issues; add professional Codes of Ethics
26/11/2012	All Sections	Organisation name updated.
21/01/2013	a) 4.14 Evaluation	a) Include client satisfaction survey result
07/07/2014	<ul style="list-style-type: none"> a) 3.0 Policy Statement b) 4.01 Principles regarding Mercy Services response to complaints c) 4.05 Complaints regarding Disability Services d) 7.0 Standards 	<ul style="list-style-type: none"> a) Add new sentence on nominated contact person b) Reword points 2 and 7 c) reword d) Add Aged Care Standards. Update Disability Standards to the 2014 Disability Standards
07/09/2016	<ul style="list-style-type: none"> a) All sections b) 1.0 Introduction c) 2.0 Scope d) 5.0 References 	<ul style="list-style-type: none"> a) Replace GM with CEO b) Add explanation of open disclosure c) Reword from purpose to scope and add references of complementary complaint policies. d) Add more Legislation
Review due 07/09/2019		

COMPLAINT REGARDING CLIENT SERVICES RECORD FORM

(To be completed by the Coordinator, Manager, Chief Executive Officer)

Date of Complaint: **Complaint received by:**

- Complaint made via:**
- Telephone
 - Letter (attached)
 - Email (attached)
 - In person
 - Other
- Nature of complaint:**
- Standard of service
 - Timeliness of service
 - Worker conduct
 - Other

Information to be given to the complainant:

TICK WHEN DONE

1. Reassure complainant that all complaints are treated confidentially and that they will suffer no loss of service because they have made a complaint.
2. Make an expression of regret that the event which is the subject of the complaint has occurred.
3. Explain the complaints procedure.
4. Remind the complainant that they have the right to use an advocate of their choice and refer them to appropriate client advocacy service.
5. Thank the complainant for their complaint and explain that complaints are valuable in helping to maintain and improve the service.

Name of complainant: **Phone:**.....

Address:

Is any Advocate required? Yes No

CLIENT'S DETAILS: (If different from complainant)

Name: **Phone:**.....

Address:

CARER'S DETAILS

Name: **Phone:**.....

Address:

Relationship to complainant:

ADVOCATE'S DETAILS:

Name: **Phone:**.....

Address:

Relationship to complainant:

