



St Catherine's Aged Care Services

A work of the Daughters of Charity
of St Vincent de Paul

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Our service is committed to providing high quality care and services and meeting your needs.

We value your feedback - including complaints.

We view complaints as an opportunity to improve our services.

We appreciate you taking time to let us know what you think we do well and where we can improve our services.

We want to hear from you about how we're doing.

Let's talk

Compliments and
Complaints Information

**Help us
improve our
service**

Are we meeting your needs?



St Catherine's Aged Care Services

If you have a concern, chances are that you are not alone.

Your feedback could make us aware of problems that we don't know about. So, we want to hear from you.

Let's talk

Please discuss any concerns or questions you have about the quality of care provided by our service.

We take all feedback seriously and want to understand how we can best deliver services to you.

You are welcome to speak to our staff if you have any issues you wish to raise.

We also welcome feedback via email and phone. You can also use the *Compliments and Complaints Form* available from [insert location of forms].

What to expect

If you have a complaint, we will respond to it promptly and sensitively. We will treat your complaint in confidence and respect your privacy.

You can help us by providing as much relevant information as possible.

We aim to address your concerns as quickly as possible. Where appropriate, we will investigate your complaint to understand what happened and why and to find ways to prevent it from happening again.

We will keep you informed about the progress of your complaint along the way.

What we will do

We will work with you to assess how best to resolve your complaint. Please consider the outcome you would like and we will strive to provide it.

Improving our service

Compliments and complaints are discussed at staff meetings. We work together to find ways to improve our service and keep staff informed of what has happened.

External complaint mechanisms

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your concern with us, assistance is available.

- **Aged Care Advocacy:** a free and confidential service promoting the rights of aged care recipients.
Phone 1800 700 600
- **Aged Care Complaints Scheme:** a free and confidential service for anyone to raise a complaint about Australian Government subsidised aged care.
Phone 1800 550 552