

COMPLAINTS POLICY

Carelink understands that there may be times when a client, employee, contractor or stakeholder may have a complaint about some aspect of Carelink's behaviour, service performance, operations, facilities or external health service providers.

We recognise that it is the right of any client or stakeholder to lodge a complaint if they have a grievance. We encourage feedback, both positive and negative, as a way to learn and respond proactively to improve the quality of our services and performance.

Carelink uses a positive, blame-free approach to resolving complaints. In the first instance, we strive to resolve complaints through conversation with your Care Coordinator. This informal step provides you with the opportunity to have your complaint heard and to reach a solution in a timely, transparent and positive manner.

If we are unable to resolve your complaint informally, we encourage you to engage in the formal Complaints Handling Process as documented in this policy. All complaints are taken seriously and we make every effort to understand concerns and complaints as they are raised with us. The complainant will be treated empathetically and fairly, without recriminations.

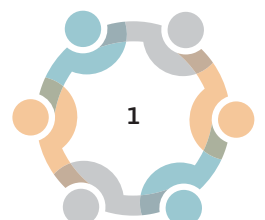
Carelink recognises that some complainants may need support to participate in the Complaints Handling Process. Carelink will assess this need at the earliest stages and, if necessary, will help the complainant to access the support they need.

The complainant will be as actively involved in resolving the issue as possible, and Carelink will communicate openly and regularly about progress. We aim to resolve complaints within one month of lodgement (this can depend on the complexity of the complaint).

Please note that violence, aggression and anger directed towards Carelink staff for any reason will not be tolerated and may lead to your complaint being dismissed and/or other actions being taken as outlined in our Aggression and Violent Behaviour Policy.

People who make a complaint to Carelink are responsible for:

- providing us with a clear idea of the problem and the solution they want
- providing documentation to support their complaint (if available)
- informing us of any new facts if/when they arise
- cooperating with our staff
- treating our staff with respect.



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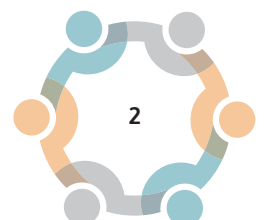
Complaint types

- Any complaint that amounts to criminal conduct will be referred to Victoria Police immediately.
- Anonymous complaints in any format are not investigated under the Complaints Policy or Complaints Handling Process. Third-party complaints with a named complainant will be managed through the standard Complaints Handling Process.
- Unreasonable and vexatious complaints. Occasionally, a complaint becomes 'unreasonable' or 'vexatious'. Carelink applies well researched and accepted criteria in identifying when this has occurred. In these instances, despite our best efforts, a resolution satisfactory to the complainant is unlikely. We reserve the right to terminate unreasonable and vexatious complaints. Our reasons for doing so will be put in writing to the complainant.
- Formal complaints about external health service providers will need to be raised directly with the Australian Health Practitioner Regulation Agency.

Complaint timeline

If you have a complaint about some aspect of Carelink's work with you, please speak with your Care Coordinator in the first instance. Our aim is to try to resolve complaints reasonably and informally through discussion and mutually agreed outcomes.

If your complaint cannot be resolved informally and you wish to take it further, you have the option to lodge a formal complaint that will be dealt with through our Complaints Handling Process.



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Stages of formal Complaints Handling Process	
1	Complete and lodge the Formal Complaints Form.
2	Carelink will acknowledge receipt in a formal letter within five business days by email or express post.
3	Carelink will aim to review the complaint over 10-15 business days, depending on the complexity of the matter.
4	The Director may: a) provide rationale or further information to assist the complainant in understanding the basis for any outcomes; b) seek more information before responding; c) appoint an independent external mediator; d) offer a resolution; e) make appropriate changes to Carelink services or f) take other actions.
5	The result will be communicated to the complainant in writing. We aim to reach an outcome within 20 business days (one month).
6	If you are not satisfied with the decision, we will inform you of other internal and external options available.

The **Formal Complaints Form** is available on our website.

Please send the completed form by email to: info@carelink.melbourne

Or by mail to: Carelink, Suite 520, Level 5, 100 Victoria Parade, East Melbourne VIC 3002.

Requests for a paper copy of the form can be made to 1300 810 957.



Stephanie McShane

Director