

# Macarthur Companion Services

## Complaints & Feedback Policy

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### Logo

*(Logo placeholder — your original logo will appear in header/footer of exported version)*

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## Complaints & Feedback Policy

### 1. Cover Page

#### Macarthur Companion Services

#### Complaints & Feedback Policy

Supporting Quality, Safety & Continuous Improvement

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### 2. Policy Purpose

This policy outlines how Macarthur Companion Services (MCS) receives, manages, and resolves complaints and feedback to ensure continuous improvement and high-quality service delivery.

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### 3. Policy Statement

MCS is committed to: - Encouraging feedback from clients, carers, families, and stakeholders - Ensuring complaints are managed promptly, fairly, and transparently - Maintaining the rights and dignity of all clients at all times - Ensuring no person is ever disadvantaged for making a complaint

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### 4. Scope

This policy applies to: - All staff members - Volunteers - Contractors - Clients and their representatives

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## 5. What is a Complaint?

A complaint is any expression of dissatisfaction regarding services, staff, communication, conduct, or organisational decisions.

Feedback includes compliments, suggestions, or general comments.

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## 6. How Clients Can Make a Complaint

Clients may make complaints: - Verbally to any staff member - By phone or email - In writing - Through an advocate or representative - Anonymously

All staff must accept and record complaints respectfully and professionally.

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## 7. Complaint Handling Procedure

### Step 1 — Acknowledge

- Complaints acknowledged within **2 business days**.

### Step 2 — Record

- Enter details into the Complaints Register.

### Step 3 — Investigate

- Manager reviews complaint, interviews staff, and gathers information.
- Investigation completed within **10 business days** where possible.

### Step 4 — Respond

- Client is informed of outcome verbally and/or in writing.

### Step 5 — Close

- Actions taken are documented.
  - Improvements implemented where required.
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## 8. Rights of the Client

Clients have the right to: - Make a complaint without fear - Have an advocate represent them - Receive updates during the process - Be treated with respect and fairness

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## 9. External Escalation Options

If a client is dissatisfied, they may escalate to: - **Aged Care Quality & Safety Commission - Advocacy services - Legal or community services**

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## 10. Continuous Improvement

Complaints are reviewed regularly to: - Identify trends - Improve service delivery - Strengthen training - Update organisational systems

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## 11. Header & Footer Instructions (For PDF Export)

### **Header:**

*Macarthur Companion Services – Complaints & Feedback Policy*

(Logo aligned right)

### **Footer:**

*Macarthur Companion Services © All Rights Reserved — Page {{page}} of {{total\_pages}}*

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If you'd like, I will now generate the next individual policy: **Privacy & Confidentiality Policy.**