



Complaints and Appeals may relate to:

Service Delivery

- | | |
|----------------------------|-----------------------------|
| • Access to Services | • Medication |
| • Cancellation of Services | • Policy/Guidelines |
| • Cost of Services | • Quality of Facilities |
| • Delay in Response | • Quality of Support |
| • Ethics/Legality | • Safety of Services |
| • Equipment | • Staff Conduct |
| • Food | • Waiting List for Services |
| • Level of Support | |

Consumer Rights

- | | |
|--------------------------|-----------------------------|
| • Abuse | • Damage to/Loss of |
| • Access to Supports | Personal Goods and |
| • Choice/Decision making | Property |
| • Community Access | • Health and Well-being |
| • Cultural Diversity | • Individual Safety |
| • Discrimination | • Neglect |
| • Harassment | • Rights & Responsibilities |
| • Visitation | |

Information/Communication

- | | |
|-----------------------------|--|
| • Access to Information | • Lack of Communication to Consumer |
| • Breach of Confidentiality | • Lack of Communication to Family/Others |
| • Consent | |

Organisational/Governance/Other

- | | |
|--------------------------|---------------------------------|
| • Organisational profile | • Staff conduct in public arena |
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South Eastern Community Care

Office Hours

Monday - Friday • 8:30am - 4:30pm

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Servicing
SOUTHERN TASMANIA

Consumer Complaints Mechanism



Quality Flexible Care

South Eastern Community Care Inc. (SECC) Consumer Complaints Mechanism – steps to follow:

STEP 1

Make your complaint

(verbally or in writing) to the relevant Staff/Board member, or to the SECC Administration Manager, preferably within seven (7) working days of the incident occurring or the issue arising

STEP 2

The SECC Administration Manager will acknowledge your complaint within five (5) working days of receiving it via the relevant Staff/Board member; the complaint will be assessed and investigated by the relevant Staff/Board member within seven (7) working days of receipt.

STEP 3

A response will be provided to the complainant within ten (10) working days of receipt, advising of the outcome, i.e. whether the complaint is:

- Upheld – and a resolution will be offered
- Resolved – and how this has been achieved
- Denied/Unresolved – if no further action can be taken and the reasons for this

STEP 4

If you are not satisfied with the outcome, you may lodge an appeal, or request a further review of the matter by another Staff/Board member, within five (5) working days of receiving the initial response from the relevant Staff/Board member

AT ANY TIME

If you are not satisfied with the outcome, or at anytime you may contact, or request a referral to, an external complaints resolution agency, e.g.

Aged Care Complaints Scheme 1800 550 552

Aged Care Commissioner 1800 500 294

Commonwealth Ombudsman 1300 362 072

Advocacy Tasmania 1800 005 131