

# Feedback, Compliments and Complaints Procedure

Heartbeat is committed to ensuring that all clients, their carers and families are free to lodge grievances, to have those grievances dealt with promptly, fairly, confidentially and non-threateningly by the organisation. The complainant's views will be respected and they will be given the opportunity to be involved in the resolution process where possible. The treatment of complaints will be given high priority for resolution and remediation and be fair to both the complainant and respondent.

Our team will ensure that the person's rights and privacy are respected at all times and that they are well informed, encouraged to participate and to be included throughout the procedure and advised of the final outcome.

The nominated senior representative from Heartbeat shall keep the complainant informed of the progress of the complaint.

Feedback, compliments or complaints can be made over the phone, via an email, via a fax, through our website, client surveys, in person face-to-face, by sending a letter or request a hard copy of our feedback form to be mailed to them. Client feedback forms are included in all client folders.



If client has elected to have the complaint dealt with by Heartbeat, a senior representative from Heartbeat will meet or contact with the complainant as soon as possible and within five working days of being advised that the client wishes to proceed with the complaint internally.



The senior representative will clarify and documented the nature of the complaint or concern and the resolution sought by the complainant. The nominated senior representative shall consider the complaint and attempt to resolve the matter immediately based on the information available.



The senior representative will interview the involved parties and assemble a proposed course of remedial action within 7 working days of meeting with or contacting the complainant.



In the event of the proposed course of remedial action being unacceptable to the complainant, the senior representative will advised the complainant of their rights and avenues to take the matter further.

To provide feedback or make a compliment or complaint you can contact us by:

Phone 02 9891 2255

Fax 02 9806 9731

Email [info@heartbeatnursing.com.au](mailto:info@heartbeatnursing.com.au)

Website <http://heartbeatnursing.com.au/>

If we are unable to resolve any complaints, or wish to escalate the matter, we encourage you to seek external support to resolve any concerns including the NDIS Quality and Safeguarding Commission or the Commonwealth Ombudsman.

NDIS Quality and Safeguarding Commission

1800 035 544

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Commonwealth Ombudsman

1300 362 072

[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

