

CONSUMER, CARER AND COMMUNITY FEEDBACK AND COMPLAINTS MANAGEMENT FRAMEWORK RESOURCE INFORMATION

RESOURCES

[Staff information on complaint handling](#)

Information sheet on what is a complaint, consumer outcome, types of complaints and tips for complaint handling.

[Staff information on compliments, suggestions and advice](#)

Information sheet on what a compliment, suggestion and advice is and provides examples of actions to celebrate good practice.

[Consumer, carer and community feedback and complaints management process flowchart](#)

The flowchart outlines the complaints handling process such as receive, register and acknowledge, initial assessment, investigate, response, resolution and follow up, preventative action.

[Severity Assessment Measure \(SAM\)](#)

Severity Assessment Measure (SAM) is a numerical score applied to a complaint, based on the severity of the event that triggered the complaint. Severity can be measured as either extreme, major, moderate or minor and outlines key stakeholders / actions to be taken by relevant staff to manage the complaint.

Key factors in determining the severity may include:

- > extent of injury
- > length of stay
- > level of care required
- > actual or estimated resource costs
- > impact on quality health care service delivery

[Complaint categories and sub categories](#)

Information to assist LHN, SAAS and health care services to classify complaints by “primary complaint categories” such as access, communication, consent, corporate services, cost, grievances, privacy / discrimination, professional conduct, treatment.

Sub-categories are also outlined under each primary category to enable health services to understand complaint issues, and to identify areas for improvement.

[Charter of Rights alignment to the national health complaints categories and sub-categories](#)

Health and Community Services Complaints Commissioner (HCSCC) Charter of rights aligned to the complaint categories and sub-categories.

RESOURCES

Goals Measure Analysis

The Goals Measure Analysis has been developed to assist LHN, SAAS and health care services to demonstrate compliance against the Framework goals.

Complaint management self-assessment

Health service self-assessment tool on complaint management.

Further information

Safety and Quality Unit

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