CONSUMER, CARER AND COMMUNITY FEEDBACK AND COMPLAINTS MANAGEMENT PROCESS FLOWCHART

Government of South Australia
SA Health

STEP 1 RECEIVE

- May be **verbal** or in **writing**
- If verbal make **comprehensive record** of the conversation
- If possible, **give copy to complainant** and **check accuracy of record**

STEP 2 REGISTER AND ACKNOWLEDGE

- Register feedback / complaints in **Safety Learning System (SLS) Consumer Feedback module**
- **Consider nature** of feedback / complaint
- Determine **appropriate person** to coordinate management
- **Acknowledge** within **two (2) working days** (48 hours)

STEP 3 INITIAL ASSESSMENT

- Clearly **identify issues**
- Identify **relevant parties**
- If feedback / complaint against individual, refer to appropriate policy
- Obtain **consumer consent**
- **Rate severity** of feedback / complaint (SAM score)

STEP 4 INVESTIGATE

- Collect **information**
- Collect applicable standards / policies / procedures
- Identify disputed facts, inconsistencies, reliability, gaps of information, system and performance factors
- **Review severity** of feedback / complaint (SAM score)

STEP 5 RESPOND

- Based on evidence Informed by the principles of public interest and good clinical governance
- **Make findings and recommendations** to address any system, process or practitioner issues
- **Clearly communicate outcome and recommendations**
- **Integrate recommendations** into quality improvement systems

STEP 6 RESOLUTION

- Resolve in person, telephone or if required letter from CEO or delegate
- OR at **35 working days** from receipt of feedback/ complaint, contact **complainant to explain delay**
- **Contact complainant** every 20 days (or so) to **update** until final resolution.

STEP 7 FOLLOW UP PREVENTATIVE ACTION

- **Monitor** action
- **Evaluate** action

Ministerial response timeframe as determined by the Minister

Health and Community Services Complaints Commissioner (HCSCC) response timeframe as determined by the Commissioner

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