

CONSUMER, CARER AND COMMUNITY FEEDBACK AND COMPLAINTS MANAGEMENT GOALS MEASUREMENT ANALYSIS

GOAL 1: BUILDING CAPACITY FOR EFFECTIVE FEEDBACK AND COMPLAINT HANDLING

Staff knowledge, skills and commitment at all levels is essential to effective consumer feedback and complaints handling.

KEY AREAS	CONSUMER OUTCOMES	RESOURCES / ACTIONS
The health service's charter and business plan include a consumer, carer and community feedback and complaints framework to ensure transparent oversight	Consumer, carer and community feedback and complaints influence the governance of the health service including the reporting of their outcomes (PROMS) and experiences (PREMS)	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > Governance structure > Business Plan > Local Consumer and Community Advisory Committee Group Agenda, Minutes, Membership, Terms of Reference > Safety and Quality Account Report to Department for Health and Wellbeing > SA Consumer Experience Surveillance System (SACCESS)
	Consumers, carer and community groups are informed of and have access to the health service's consumer, carer and community feedback and complaints framework	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > LHN, SAAS and health care services Communications Plan / Strategy > Local Consumer and Community Advisory Committee / Group
	The feedback and complaints process is accessible to consumers, carers and the community in a format that meets their needs	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > LHN, SAAS and health care services Communications Plan / Strategy > Information Sheets, brochures, feedback forms, and online consumer feedback opportunities via webpage > Interpreter Services engaged to support consumers > Signage to Consumer Advisory Services, if applicable

KEY AREAS	CONSUMER OUTCOMES	RESOURCES / ACTIONS
All staff have the training, knowledge and skills to effectively receive, manage and where indicated escalate or refer feedback and complaints	Consumers, carers and the community (or an advocate) have access to information that their feedback and complaints are managed by all staff with appropriate expertise and training including procedures on how to effectively receive, manage and escalate complaints	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Framework, Guide and Resources > Safety Learning System (SLS) Consumer Feedback module > Staff education and training into SLS Consumer Feedback module > Partnering with Consumers and Community eLearning module > Consumer and Community Advisory Committee / Group minutes > Governance structure
	Complainants have access to information on how their complaint is managed with appropriate oversight, monitoring and evaluated to ensure a high standard of review	<ul style="list-style-type: none"> > Overview of Consumer, Carer and Community Feedback Complaints Management Framework > Consumer infographic on elements of consumer feedback and complaints management process > Your feedback is important information sheet – local contacts for consumer feedback and complaints management
	Consumer, carer and the community are able to give feedback and/ or make a complaint through an advocate of their choosing	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Framework, Guide and Resources > LHN, SAAS and health care services Communications Plan / Strategy > Staff education and training
	All staff have access to training in consumer feedback and complaints management	As outlined above.

KEY AREAS	CONSUMER OUTCOMES	RESOURCES / ACTIONS
Trained complaints management staff report to appropriate senior/executive line management	Responsibility for consumer, carer and community complaints management is allocated to designated staff who are trained, skilled and experienced in the management of complaints.	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > Governance structure > Performance management > Staff education and training
	Designated complaints management staff are appropriately supported and supervised by senior staff as part of clinical governance processes	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > Governance structure > Performance management / audits > Team meetings > Local Consumer and Community Advisory Committee Group > Staff education and training
Consumer, carer and community feedback and complaints data is published annually in a format that is accessible/ interpretable to the public	The community has access to a range of publicly reported information about health service feedback and complaints	<ul style="list-style-type: none"> > Local Health Network, SAAS and health care services Annual Report > Department of Premier and Cabinet – Annual Report on public complaints > Consumer and Community Advisory Committee (CAC) / Group structure and responsibility > Newsletters > Infographics > Webpage
	The community has access to publicly reported information about how health service engage with consumers, carers and the community and quality improvement actions undertaken by health services in response to their feedback and complaints outcomes	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > Local Health Network, SAAS and health care services Annual Report > Newsletters > Infographics > Webpage

GOAL 2: WELCOMING AND ENABLING FEEDBACK

Health services actively facilitate feedback and complaints as part of working in partnership with consumers, carers and the community, to improve health care.

KEY AREAS	CONSUMER OUTCOMES	RESOURCES / ACTIONS
Staff at all levels have clear knowledge and information about the consumer feedback and complaints process to proactively link and support consumers, carers and the community to access the process	Consumers, carers and the community have access to flexible feedback and complaints processes that best meet their individual needs	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > Information sheets, brochures and feedback forms, online opportunities to provide feedback
	Consumers, carers and the community are afforded multiple opportunities throughout their health care journey to give feedback and/ or make a complaint	<ul style="list-style-type: none"> > Consumer, carer and community awareness using health literacy principles > Consumer infographic on elements of consumer feedback and complaints management process
	Vulnerable consumers, carers and communities have access to flexible feedback and complaints processes that are sensitive and responsive to their unique circumstances, needs and experience	<ul style="list-style-type: none"> > Your feedback is important information sheet – local contacts for consumer feedback and complaints management
Feedback and complaints processes are culturally safe and tailored to meet the specific needs consumers, carers and the community at risk and who experience health disadvantage	Consumers, carers and communities at risk and who experience health disadvantage, have access to feedback and complaints processes that provide tailored responses to meet their unique circumstances, needs and experience	<ul style="list-style-type: none"> > Local Health Network, SAAS and health care services consumer feedback and complaints management communications plan / strategy > Consumer, carer and community awareness using health literacy principles > Consumer infographic on elements of consumer feedback and complaints management process
	Aboriginal and Torres Strait Islander consumers, carers and communities have access to feedback and complaints processes that are culturally safe	<ul style="list-style-type: none"> > Your feedback is important information sheet – local contacts for consumer feedback and complaints management
	Staff and/or advocates with Aboriginal cultural expertise are engaged when responding to and investigating complaints from Aboriginal and Torres Strait Islander consumers, carers and communities	<ul style="list-style-type: none"> > Local Health Network, SAAS and health care services consumer feedback and complaints management communications plan / strategy > Local engagement processes established with local Aboriginal Health Units
Visible and accessible information for consumers, carers and the community that explains their right to give feedback, comment and complain at any point of interaction with the health system	Consumers, carers and the community have access to information about their rights to give feedback and make a complaint	<ul style="list-style-type: none"> > Health and Community Services Complaints Commissioner (HCSCC) Charter of rights resources – information sheet, brochures, poster > SA Health Charter of Health and Community Services Rights Policy Directive
	Consumers, carers and the community have access to information about their rights as part of the feedback and complaints process	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > Consumer, carer and community awareness using health literacy principles > Consumer infographic on elements of consumer feedback and complaints management process > Your feedback is important information sheet – local contacts for consumer feedback and complaints management

GOAL 3: EFFECTIVE AND EFFICIENT COMPLAINTS HANDLING

Complaints handling policy and process ensure fair, transparent, rigorous and timely review to identify actual and potential problems and make improvements.

KEY AREAS	CONSUMER OUTCOMES	RESOURCES / ACTIONS
The feedback and complaints management process is simple, clear and responds flexibly to the needs of consumers, carers and the community	Consumers, carers and the community have access to a range of options and choices to give feedback and make a complaint in a form that meets their individual needs	<ul style="list-style-type: none"> > Information sheets, brochures and feedback forms, online opportunities to provide feedback > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > Local Health Network, SAAS and health care services consumer feedback and complaints management communications plan / strategy > Consumer, carer and community awareness using health literacy principles > Consumer infographic on elements of consumer feedback and complaints management process > Your feedback is important information sheet – local contacts for consumer feedback and complaints management
	Consumer, carer and community feedback and complaints processes ensure minimum handling to reduce unnecessary barriers and delay	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources
Feedback and complaints management is based on objective, fair and transparent processes and procedures	Health service policies and processes ensure that consumers, carers and the community receive and experience objective, fair and transparent feedback and complaint management and assurance that their complaint will not compromise their treatment or care	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > Staff education and training > Governance structure
	Complaints management staff act to ensure timely and appropriate escalation, investigation, risk management and complaint resolution	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > SLS Consumer Feedback module

KEY AREAS	CONSUMER OUTCOMES	RESOURCES / ACTIONS
<p>Feedback and complaint management is consistent with the principles and practices of open disclosure</p>	<p>Consumers, carers and community are given:</p> <ul style="list-style-type: none"> > good access to mechanisms and processes for providing feedback including making a complaint and an opportunity to give feedback on their experience > a factual explanation and timelines of the complaint management process > a factual explanation of the outcome of the investigation > a factual explanation of the identified outcomes and actions to manage the event and prevent recurrence > information on privacy and confidentiality including mechanisms for anonymity 	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > SA Health Patient Incident and Open Disclosure Policy Directive > Staff are trained in open disclosure processes > Patient Incident Management and Open Disclosure eLearning module > Open Disclosure Toolkit <p>Open disclosure information for patients:</p> <ul style="list-style-type: none"> > Open disclosure patient / consumer brochure > A guide for patients/consumers beginning an open disclosure process > Open disclosure flowchart for patients / consumers – incident resulting in harm or near miss / no harm > Frequently asked questions about open disclosure for patients/consumers, families, carers or support persons.

GOAL 4: ACKNOWLEDGING AND COMMUNICATING WITH COMPLAINANTS

Open and structured communication with complainants ensures they are part of identifying and determining the best outcomes to improve care.

KEY AREAS	CONSUMER OUTCOMES	RESOURCES / ACTIONS
<p>Structured and active response to the complainant which ensures:</p> <ul style="list-style-type: none"> > early identification of the expectations of the complainant > prompt acknowledgement of complaint > clear information about the process of complaint handling > decisions and actions outcome of the complaint are identified > information about rights of appeal > information about other available complaints authorities and external notification/referral processes 	Complainants are provided with information about the complaint management process immediately upon making a complaint	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > Consumer, carer and community awareness using health literacy principles > Consumer infographic on elements of consumer feedback and complaints management process > Your feedback is important information sheet – local contacts for consumer feedback and complaints management > Local Health Network, SAAS and health care services complaints management processes and procedures > Health and Community Services Complaints Commissioner (HCSCC) Charter of rights resources – information sheet, brochures, poster > SA Health Charter of Health and Community Services Rights Policy Directive
	Complainants are advised of the role and responsibility staff and where relevant, the Consumer Adviser, at the commencement of the complaint process	
	Complainants are consulted about their expectations of outcomes at the commencement of the complaint process	
	Complainants receive prompt notification and acknowledgement of their complaint	
	Complainants are informed about their rights and mechanisms for review and/or appeal if they are not satisfied with the outcome of their complaint	
	Complainants are given information about relevant external agencies and their rights to make a complaint to such agencies.	
	Complainants receive ongoing, information and feedback throughout the complaint management process	
<p>Consumer Advisers and other designated complaints management staff, maintain structured and routine communication with the complainant throughout the complaint handling process</p>	Complainants are able to speak directly to a Consumer Adviser or Senior Management during any part of the complaint management process	
	Complainants are consulted as part of determining and negotiating outcomes and actions for resolution	

GOAL 5: FEEDBACK AND COMPLAINTS DRIVE SYSTEMIC IMPROVEMENT

Consumer, carer and community feedback and complaints are responded to on a case-by-case basis and focused on a systemic safety and quality improvement management approach to improve care.

KEY AREAS	CONSUMER OUTCOMES	RESOURCES / ACTIONS
The collection and use of consumer feedback and complaints is built into safety and quality improvement systems, strategies and frameworks and linked directly to organisational development and engagement strategies and activities	Consumers, carers and the community are actively encouraged and supported to provide feedback and/or make a complaint	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > Consumer, carer and community awareness using health literacy principles > Consumer infographic on elements of consumer feedback and complaints management process > Your feedback is important information sheet – local contacts for consumer feedback and complaints management > Local Health Network, SAAS and health care services consumer feedback and complaints management communications plan / strategy
	Consumer, carer and community feedback and complaints are acted on to improve safety and quality outcomes	<ul style="list-style-type: none"> > As outlined above, and > Governance structure – discussions at Executive, team, unit / service level meetings > Consumer and Community Advisory Committee discussions on consumer feedback to identify areas for improvement and outcomes > SLS Consumer Feedback module > Safety and Quality Account Report – annual reporting > LHN, SAAS and health care services Annual report on consumer feedback outcomes and strategies for improvement
	Consumer, carer and community complaints, wherever possible, are dealt with at point of care to ensure prompt resolution	<ul style="list-style-type: none"> > Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and Resources > Consumer, carer and community awareness using health literacy principles
	All staff respond to consumer, carer and community feedback and complaints in ways that informs quality, safety and risk improvement activities	<ul style="list-style-type: none"> > Consumer infographic on elements of consumer feedback and complaints management process > Your feedback is important information sheet

KEY AREAS	CONSUMER OUTCOMES	RESOURCES / ACTIONS
Feedback and complaints management, performance and processes are routinely monitored and evaluated	Consumers, carers and the community are involved in developing protocols and mechanisms for consumer feedback and complaints management	<ul style="list-style-type: none"> > Local Health Network, SAAS and health care services consumer feedback and complaints management communications plan / strategy > Consumer and Community Advisory Committee is engaged to develop protocols and mechanisms
	Complainants reported satisfaction is used to monitor and evaluate complaints management service and staff	<ul style="list-style-type: none"> > Complainant satisfaction surveys on complaints handling processes to be undertaken at a local level. > SLS Consumer Feedback outcome review
	Consumer advisory groups receive feedback and complaints reports that highlight and explain trends, patterns, safety and quality issues and risk to inform their recommendations, advice and shared decision-making	<ul style="list-style-type: none"> > Governance structure > Consumer and Community Advisory Committee is engaged to review consumer feedback data trends, patterns and identify strategies for improvement

Further information

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