



Do You Have a Concern or Complaint?

Boandik is committed to ensuring that any individual or organisation using its services (including services delivered by associated providers) or affected by its operations has the right to provide feedback, make complaints about care and services, or appeal a decision made by the organisation. Boandik ensures that feedback and complaints can be made without reprisal and commits to managing all complaints transparently. Below is our four-step process for complaints management.

Step 1 Initial Action

Please discuss your concern and/or complaint with a member of staff within your home/service/program.

Most concerns/complaints can be resolved by speaking with those who know most about your personal circumstances and how your home/service/program operates.

It will be helpful if you could raise your concern/complaint by:

- Describing what the problem is?
- How did the problem come about? and
- How you think the problem can be resolved to your satisfaction?

Remember, you can ask a family member or advocate to assist you at any time.

If you are not satisfied with the response, or you wish to immediately escalate the matter, please proceed to Step 2.

Step 2 Investigation

Request that the matter be referred to the Manager of your home/service/program e.g., the Residential Manager for residential aged care, the ILU Coordinator for Independent Living Units, the Community Manager for community programs.

They will meet with you and (if necessary) investigate the matter and report their findings back to you.

Remember, you can ask a family member, advocate or support person to assist you at any time.

If you are not satisfied with the Manager's response, you can escalate your concern/complaint to a member of the Executive Team

Step 3 Internal Review

If the complaint has not been resolved at step 2, you are not satisfied with the outcome of the investigation or feel that the complaint is not being handled appropriately, you can request an internal review.

This will be completed by a member of the Executive Team, either the Executive Manager of Corporate and Client Services, the Executive Manager of People, Culture and Risk, or the Chief Executive Officer.

Please contact the Executive Assistant via:

Tel: (08) 8725 7377

Email: livewell@boandik.org.au

They will forward your concern/complaint to the relevant Executive Member for review. Depending on the matter and the findings from Step 2, they may or may not meet with you as part of their review, but they will contact you after their review with their findings/decision.

If the matter cannot be resolved by the Executive Member, or if you disagree with their decision, you may wish to escalate your concern/complaint to step 4.

Step 4 External Review

If you are not satisfied with the internal review or wish to appeal a decision made, you can escalate your concern/complaint to one of the external agencies listed or seek legal advice.

Boandik
101 Lake Terrace East
Mount Gambier SA 5290
Email: livewell@boandik.org.au

**Residential Manager
Lake Terrace**
Ph: (08) 8725 7377

**Residential Manager
St Marys**
Ph: (08) 8724 1200

**Residential Manager
Crouch Street**
Ph: (08) 8725 4911

Independent Living Units
ILU Coordinator

Boandik Community Care
Community Manager

External Agencies

Aged Rights Advocacy Service
Ph: (08) 8232 5377
or 1800 700 600

**Aged Care Quality and Safety
Commission**
Ph: 1800 951 822
www.agedcarequality.gov.au

**Health and Community
Services Complaints
Commissioner**
Ph: (08) 8226 8666
or 1800 232 007
www.hcscs.sa.gov.au

**OPAN – Older Persons
Advocacy Network**
Ph: 1800 700 600

**Aged Care Quality & Safety
Complaints Commissioner**
Ph: 1800 951 822

