

# Complaints Management Policy Consultation Response Form

## Introduction

The Patient Safety Surveillance Unit (PSSU) is seeking feedback on the draft suite of Complaints Management documents proposed to replace the [Complaints Management Policy (2015) (OD 0455/13)](https://ww2.health.wa.gov.au/About-us/Policy-frameworks/Clinical-Governance-Safety-and-Quality/Mandatory-requirements/WA-Health-Complaint-Management-Policy) and the [Complaints Management Toolkit (2015)](https://ww2.health.wa.gov.au/~/media/Files/Corporate/Policy%20Frameworks/Clinical%20Governance%20Safety%20and%20Quality/Policy/WA%20Health%20Complaint%20Management%20Policy/Supporting/WA-Health-Complaints-Management-Toolkit-2015.pdf). Input from all levels and areas of the WA health system are sought, particularly from those that have a direct involvement in consumer feedback and consumer engagement processes.

To respond to this consultation please answer the questions below and submit the completed form by email to [PSSU@health.wa.gov.au](mailto:PSSU@health.wa.gov.au). You may address all or any of the consultation questions you feel are relevant to you.

This consultation closes on **26 July 2019**.

## Consultation Response

### Complaints Management policy

**Consultation question 1**

Do you agree with the Policy’s purpose and applicability? If not, what changes do you suggest?

Enter response here

**Consultation question 2**

Are the variety of feedback mechanisms outlined appropriate to specific consumer and carer groups? Please explain your response(s).

Enter response here

**Consultation question 3**

Do you agree with the requirement to collect and manage anonymous complaints to the greatest extent possible? If not, please share your reasons.

Enter response here

**Consultation question 4**

Do you agree with the continued use of these complaint management timeframes? If not, please explain why.

Enter response here

**Consultation question 5**

The requirement to record complaints received via Patient Opinion and via front line staff is a new addition to the Policy. Do you agree with these additions and believe that they can be implemented? If not, please explain why.

Enter response here

**Consultation question 6**

Do you have any comments on the Policy’s reporting requirements? Please explain your response(s).

Enter response here

### Complaints Management Guideline

**Consultation question 7**

Do the guiding principles adequately outline the values of complaints management? Do you suggest any amendments/additions to the principles?

Enter response here

**Consultation question 8**

Do you have any comments on the strategies to support front line complaints management? Should any additional strategies be included in this section? Please explain you answer(s).

Enter response here

**Consultation question 9**

Do you believe any amendments or additions are needed to the recommended demographic information? If yes, please provide reasons for your response.

Enter response here

**Consultation question 10**

Does the information provided assist in understanding seriousness in relation to complaints, including allocation of an initial and confirmed SAM score, and the relation to organisational risk? If no, what suggestions do you have to clarify this content?

Enter response here

**Consultation question 11**

Do you have any comments on the content relating to a complaint’s acknowledgement, assessment, investigation, resolution and response to the complainant? Please explain your response(s).

Enter response here

**Consultation question 12**

Do you have any comments on the content relating to managing a complaint which involves more than one organisation? Please explain your response(s).

Enter response here

**Consultation question 13**

Do you have any comments on the content relating to service improvement? Please explain your response(s).

Enter response here

**Consultation question 14**

Do you have any comments or suggestions on the content relating to reporting? Please explain your response(s).

Enter response here

**Consultation question 15**

Do you have any comments or suggestions for the content relating to misconduct, accidents, clinical incidents and seeking legal advice? Please explain your response(s).

Enter response here

**Consultation question 16**

Do you have any comments or suggestions for the content on managing challenging and unreasonable complainant conduct? Please explain your response(s).

Enter response here

### Complaints Management Toolkit

**Consultation question 17**

Do you have any comments on the information provided in the toolkit? Is any information unnecessary or unclear? Please explain your response(s).

Enter response here

### Additional Feedback

**Consultation question 18**

Do you have any further feedback on the suite of Complaints Management documents (either individually or collectively)? If so please be specific about the document(s) and section(s) that you are referring to.

Enter response here

### Your Details

**Name**

Enter name here

**Position**

Enter position here

**Affiliated Organisation**

Enter response here