

RCU - COMPLAINTS PROCEDURE

Aparangi Village Residential Care Unit is committed to the delivery of high quality care. All residents receive the best possible care and attention at all times. Staff will maintain your dignity and privacy with a genuine positive regard for your beliefs and wishes.

There may be occasions when you, the resident or your family/whanau/significant other, has a concern or complaint regarding the care.

A complaint is any situation (no matter how small) which you, the resident and/or significant other may feel unhappy with. It is important to us if this occurs that you let our staff know so that any such issues are resolved.

Complaints can be discussed or put in writing regarding any aspect of care and service, to a staff member or directly to the management team. If the complaint is made to a staff member that staff member will advise the Care Unit Manager in a timely manner of the details of the complaint and before the close of their duty.

At any stage of the complaints process you have the right to seek an independent advocate to act on your behalf. Contact details of advocacy services are provided on entry into the facility in the Residents Information Pack.

Complaints may be made anonymously, but this may make it difficult for us to resolve with the individual concerned.

Concerns or complaints regarding the delivery of care and/or breaches of residents' rights are dealt with in a sensitive, objective and professional manner. This sensitivity will give consideration to cultural and other values. As the resident and/or significant other, you must feel secure that you will not be treated differently or be adversely affected by exercising the right to question the service being provided.

The Residential Care Unit gives our residents absolute assurance that the continuity of service will be maintained during the investigation and resolution of any concern/complaint.

All complaints are documented and all documentation pertaining to the complaint will be kept in the Concerns / Complaints Log Book.

A 'Concerns/Complaints' form is readily available to lodge concerns and complaints. A copy is given to prospective residents in the admission pack; is included in the Resident Information Pack (in each room) and is available to be freely uplifted from our Residential Care Unit Reception Desk at any time. If a verbal complaint is made it is to be recorded by a staff member or the resident on this form.

Following the lodgement of a complaint, a professional and objective review will be made of the complaint. The complainant will be advised within five working days that the complaint has been received. It is appreciated that in many cases the complaint will be resolved considerably sooner than this.

The Management Team are responsible for ensuring that the concern/complaint is investigated and will refer the complaint to appropriately designated staff to resolve.

A clear and accurate record of any complaint will be kept along with a record of subsequent action. Any opportunities for improvement will be noted. The investigative process and the recommendation of resolution or opportunities for improvement of services should be carried out within 14 days of receipt of the written complaint, at which time the person who lodged the complaint

shall be notified of the investigation. If resolution of the complaint/concern is longer than this, we will provide monthly updates with regards the progress.

Documentation will clearly show that resolution has been to the satisfaction of all parties. If a satisfactory outcome is not achieved, then the complaint will be referred to an independent third party/advocate, for mediation and/or arbitration.

The Health Commissioner's Act makes provision for this process. Pamphlets outlining this process are available in the Resident Information Pack or can be freely uplifted from within the Residential Care Unit.

Complaints are monitored and where quarterly trends are evident, the information is analysed and improvements in service delivery are made accordingly.

All complaints and follow-up actions and replies will be recorded in the Concerns / Complaints Log Book, held by the Manager of the Residential Care Unit.