

## COMPLIMENTS

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If you take a moment to tell us that you are happy with the care or service you receive, this will let us know that we are carrying out our duties well.

Some people may wish to make an informal comment verbally to members of staff with whom they have contact. Some people may wish to make a formal comment in writing. Compliments will be recorded on a register and presented at relevant meetings.

## SUGGESTIONS

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We welcome and appreciate suggestions that provide opportunities for improvement.

Suggestions can be made from consumers, relatives, visitors, or staff.

Suggestions will be followed up with relevant staff at meetings and improvements recorded on a register.

## COMPLAINTS

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The residence has a complaints procedure, which provides an opportunity for consumers, relatives and other stakeholders to discuss concerns with the view to resolving them to the satisfaction of all parties concerned.

Complaints can be lodged verbally or in writing using this form, or letter if you wish. Staff are willing to assist with filling this form if assistance is required.

## *All complaints...*

- Are taken seriously and acted upon.
- Are investigated in a timely manner by the Manager
- Will be addressed in a private and confidential manner throughout the process
- Will be formally acknowledged, and followed up.
- A formal written response will be provided reiterating the action taken to resolve your complaint.
- Will be recorded on a register

## EXTERNAL SERVICES

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A number of external agencies are available to assist with the resolution of concerns or complaints raised by consumers, relatives or significant others. If you require external support, please contact The Aged Care Quality & Safety Commission on 1800 951 822.

Language services are also available to assist with translation for those consumers from non-English speaking backgrounds on 131 450.

Advocacy services focuses on the needs, wishes and rights of the person, including protection of confidentiality. If you would like to speak to someone please phone The Elder Rights Advocacy office on 1800 700 600 or [www.opan.com.au](http://www.opan.com.au) 03 9602 3066.

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## DRYSDALE GROVE

AGED CARE

*Come for the lifestyle and stay for the care*

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This residence is dedicated to the provision of excellent services and looks to you to assist in maintaining its reputation as a Home of Excellence

