

WentWest Complaints Handling Policy**Version 4****Approved****Last Reviewed – April 2026****Purpose**

The purpose of this document is to explain the process used by WentWest to acknowledge, assess and resolve complaints relating to the organisation or its partners.

Introductory comments

The Complaint Handling Process within this policy is designed to ensure that the concerns of complainants engaging with WentWest are treated seriously and are addressed promptly and fairly.

Associated Documents – Department of Health Website

[Primary Health Networks Program Complaints Policy](#)

Standards & Legislation

[The Privacy Act 1988](#)

Acronyms & Definitions

Complainant	Person or entity concerned about the actions or inactions of WentWest and/or an affiliated service, who has lodged a complaint to WentWest
Complaint	An expression of dissatisfaction requiring resolution and/or action.
The Department	Department of Health, Disability and Ageing
Commissioned Service Provider	Organisation awarded a contract to carry out a service as determined

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Policy

Our approach to handling complaints is underpinned by the Guiding Principles captured in the Department of Health’s *Primary Health Networks Program Complaints Policy*.

Principles	WentWest will:
Objectivity and Fairness	<ul style="list-style-type: none"> • Treat all complaints on their merits and investigate impartially and thoroughly. • Manage all complaints transparently, and ensure complainants are kept informed about the progress and result of the investigation. • Ensure staff declare any actual or perceived conflicts of interest in relation to handling/resolving a complaint.
Accessibility	<ul style="list-style-type: none"> • Ensure the Complaint Handling Process within this policy is publicly accessible to complainants and published on WentWest’s website. This includes information on how and where to lodge a complaint, and how complaints are managed.
Responsiveness and Accountability	<ul style="list-style-type: none"> • Capture, monitor, acknowledge receipt and process complaints in a timely manner. Ensure the level of assessment is appropriate to the complexity of the complaint. • Ensure staff are equipped with the information, support and expertise required to respond to and, where possible, resolve a complaint.
Confidentiality	<ul style="list-style-type: none"> • Ensure personal information that identifies individuals’ remains confidential except as required under the extent of the law. • Anonymity of person/entity providing feedback must be maintained if requested. Note: Where this request is made, complaints may not be able to be resolved as sometimes further information is required in order to put a resolution in place or informed of progress of outcomes.

The following complaints are out of scope of the Policy:

Complaint type	Complaint referred to
Complaints about discrimination and/or breaches of human rights	Australian Human Rights Commission Ph: 1300 369 711
Complaints related to contravention of workplace laws, including enterprise agreements	Fair Work Ombudsmen Ph: 13 13 94
Complaints about breaches of privacy by a PHN funded service provider	Office of the Australian Information Commissioner Ph: 1300 363 992

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1. Lodging a complaint

1.1. Who can make a complaint

Any person/entity can lodge a complaint to WentWest regarding services provided directly by us or by one of the services we commission.

1.2. Confidential and anonymous complaints

WentWest encourages complainants to share their contact information but recognises that some individuals may prefer to remain anonymous or keep their details private. WentWest's goal is to ensure that anyone wishing to raise a concern feels secure and free from any risk of negative consequences. To support this, WentWest offers two options for submitting complaints anonymously.

- **Confidential complaint** – we will not share particular details with any third party, including:
 - the identity of the complainant
 - complaint details that may make the complainant identifiable, and/or
 - any specific information the complainant requests not to be shared.
- **Anonymous complaint** – Identifying information is not required to submit a complaint. Individuals concerned about potential negative consequences are encouraged to communicate these concerns to WentWest. Please note that complainants who choose to remain anonymous cannot receive updates or outcomes regarding their complaint unless contact information is provided. Additionally, WentWest's capacity to assess and resolve anonymous complaints may be limited.

1.3. Representative for complainants

Should a complainant choose or require assistance or representation from another individual or organisation in lodging their complaint, WentWest will, upon request, communicate directly with the designated representative.

1.4. How to lodge a complaint

Complaints should be lodged via the [online feedback form](#) or, in writing via:

Email: feedback@wentwest.com.au or;

Mail: Level 1A, 160 Hawkesbury Road, Westmead NSW 2145

- **Note:** If someone makes a complaint to WentWest in person or by phone, WentWest might request that they submit it using the online feedback form or provide it in writing if it's deemed appropriate. However, if the person prefers the complaint to be recorded right away, the call or the individual should be directed to a manager or a member of the ELT who will log the complaint via the Impact Form for assessment and management.

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- **Note:** Written or emailed complaints can be recorded by any team member using the Impact Form for assessment and management

In order to efficiently and effectively assess a complaint, WentWest requires the following information:

1.4.1. details of the complaint;

1.4.2. any available evidence to support the complaint;

1.4.3. details of any attempts the complainant has made to resolve the matter;

1.4.4. any urgent wellbeing, health or safety implications for those involved or the public more widely; and

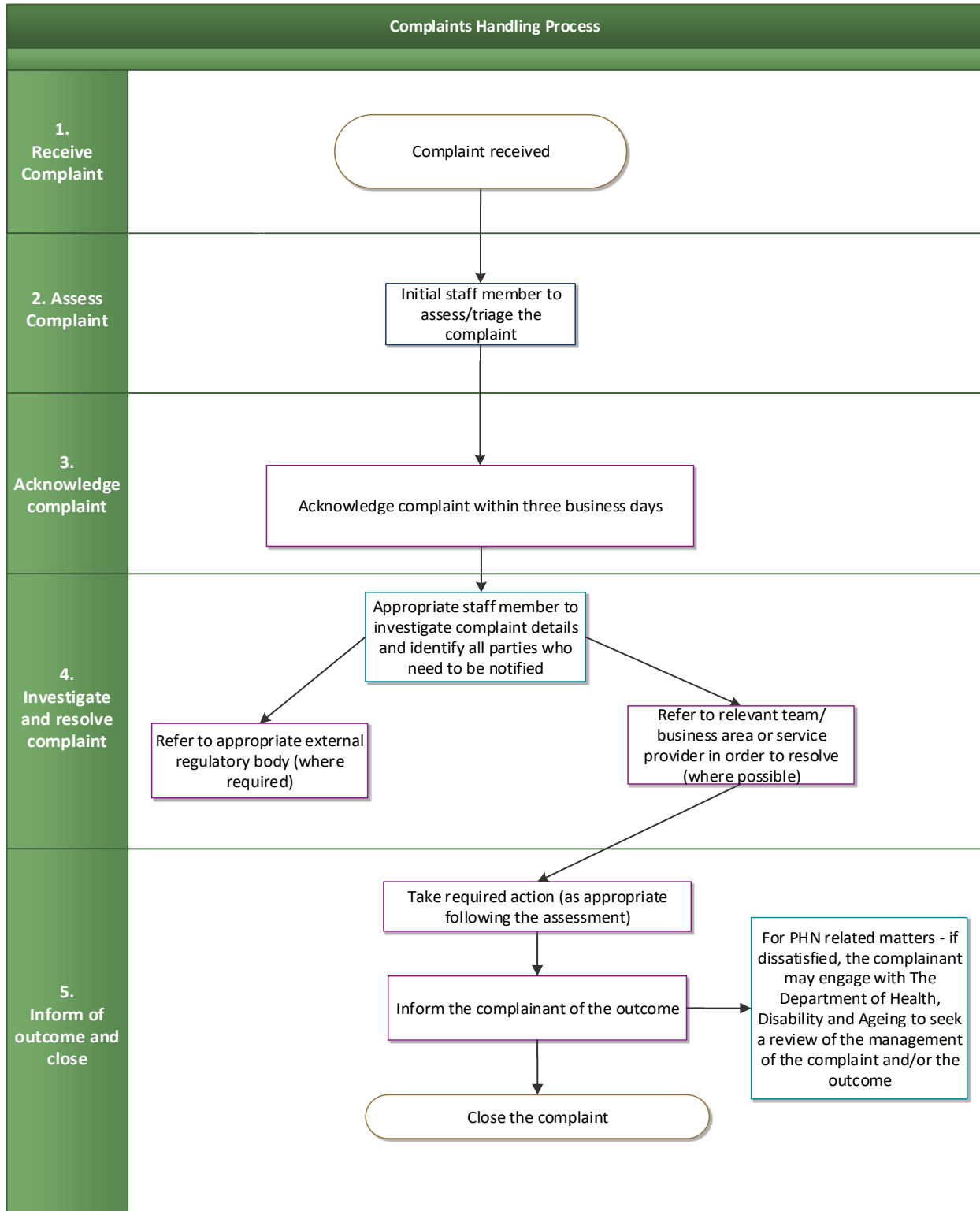
1.4.5. the complainant can also specify what resolution looks like for them (e.g. review of process, explanation, information, rectification of an error, or an apology), so the complaints officer can consider when assessing the complaint.

1.5. Additional information

- WentWest will acknowledge receipt of any complaint made within three business days.
- WentWest will accept anonymous and confidential complaints and consider the issues raised in the complaint where there is enough information provided to warrant further investigation.
- WentWest does not expect staff to tolerate unreasonable behaviour by complainants. Unreasonable behaviour includes behaviour and comments which are abusive, offensive, threatening and/or vexatious.
- Complaints shall be investigated immediately and where possible resolved within 30 days of receipt

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2. Complaints Handling Process



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3. Assessment and review of complaints

3.1. Assessment

When determining how a complaint will be managed, WentWest will consider:

- what the complaint is about;
- how serious, complex or urgent the complaint is;
- whether the complaint raises health and safety concerns or issues regarding the clinical safety of PHN-commissioned services;
- whether WentWest's complaint policy has been followed by the complainant;
- how the person/entity making the complaint is being affected by the nature of the complaint;
- the risks involved if resolution of the complaint is delayed; and
- whether a resolution requires the involvement of other organisations.

3.2. WentWest's actions will depend on the type of complaint and are subject to any statutory requirements. To address a complaint, WentWest may:

- assess the claims made in the complaint;
- gather information about the product, service, person or area that the complaint is about;
- escalate the complaint to the relevant WentWest manager/ELT (as appropriate);
- for commissioned service provider- related complaints - refer the complaint to the service provider as required, providing the information necessary for the party to respond fully to the complaint;
- recommend the commissioned service provider to take certain actions;
- refer the complaint to the appropriate regulatory body as required;
- keep appropriate records;
- undertake a Clinical Review if the nature of the complaint relates to a consumer's experience of clinically related care.

The complainant will be kept informed of progress, including indicative timeframes for resolution.

3.3. Outcome/recommendation

An outcome of the complaint will be communicated to the complainant once the assessment is completed, including any findings that were made. Generally, the complainant will be advised of the following:

- any action/s taken by WentWest;
- the outcome of the assessment;
- where appropriate, the actions or recommendations that have been proposed or put in place by WentWest or the commissioned service provider; and
- any options for review that may be available to the complainant.

The nature of a complaint and/or the review process may impact the information which WentWest discloses to a complainant.

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Where required, the outcome of the complaint, and any actions to be taken or recommendations made, will also be communicated to the relevant service provider.

Where appropriate, staff member/s will work with the service provider, as required, to implement any actions or recommendations.

3.4. Closing the complaint and record keeping

WentWest will keep records about:

- the initial complaint correspondence;
- how the complaint was managed by WentWest;
- the outcome/s of the complaint;
- any recommendations made to address issues identified;
- any decisions made on those recommendations; and
- if applicable, feedback provided to the commissioned service provider.

3.5. Review of outcome

A complainant may seek review of the outcome of their complaint if they are not satisfied. A review or appeal can be sought directly from WentWest about the initial complaint. An internal review will be conducted by a senior member of staff who was not involved in the original assessment of the complaint.

A request for review should be made in writing (via one of the methods listed under 1.2) within three months of the complainant being notified of the outcome of their complaint.

Complainants should be aware that a review is not a fresh investigation of a complaint. The review will consider:

- the process adopted by the investigating staff member and whether it was appropriate to address the issues raised; and
- the merit of the initial conclusions and whether they were clearly and appropriately explained to the complainant.

The reviewing staff member may:

- **uphold** the original outcome; or
- **refer the matter back** to the original staff member or another staff member for further review/action.

An internal review can only be conducted once, following which the complaint will be closed (subject to the finalisation of any matters referred to a manager/ELT for consideration).

A complainant may also choose to directly engage with the Department of Health, Disability and Ageing to seek a review of WentWest's management, handling and/or the outcome of the complaint.

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4. Quality assurance and continual improvement

4.1. WentWest holds ISO 9001 and ISO 27001 certifications, consistently working to spot and resolve any issues throughout the organisation. Complaints are seen as valuable tools for assessing Policy effectiveness and complaints handling, as well as uncovering chances to improve. WentWest regularly reviews performance, seeks opportunities for ongoing enhancement, and takes action based on lessons learned from complaints.

5. Privacy and Confidentiality

WentWest protects personal information in line with the Privacy Act 1988 and their Privacy Policy when handling or referring complaints. Identifying details are only shared with permission or as allowed by law and confidentiality obligations.

However, confidentiality cannot be guaranteed in all circumstances. Where a complaint raises serious concerns including but not limited to risks to health and safety, potential unlawful conduct, or matters requiring mandatory reporting the organisation reserves the right to disclose relevant information to appropriate external authorities or regulatory bodies.

Where possible and appropriate, the complainant will be informed of any such disclosure.

Staff share complaint identities only as necessary but may need to get more information from commissioned service providers or other parties, discussing the complaint as required. Information from other parties may be confidential and staff may decide not to release it based on the nature of the content, communication context, and relevant legal or contractual rules.

This policy is approved and issued by the Chief Executive of WentWest Limited.

CE: Signed by:

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Date: 02-Apr-2026