

Purpose

The purpose of this document is to describe the process used by WentWest Ltd to acknowledge, review and resolve complaints relating to our organisation.

Introductory comments

The complaint handling procedure 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 lodging complaint
Complaint	An expression of dissatisfaction relating to WENTWEST's service provision, operations, goods or employees; requiring resolution and/or action.
The Department	Department of Health
Service Provider	Organisation awarded a contract to carry out a service as determined
Commissioned Partner	Service Provider

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"> Recognise and respect people's right to provide feedback or lodge a complaint. Treat all complaints with fairness. Fairness means WentWest will aim to treat all complaints with impartiality and transparency. 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 management process and 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 Efficiency	<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 providing feedback must be maintained if requested. <p>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.</p>

1. Lodging a complaint

1.1. Who can make a complaint

Any stakeholder can lodge a complaint to WentWest regarding services provided directly or by a commissioned service.

1.2. How to lodge a complaint

Complaints should be lodged via the online feedback form or, in writing via:

Email: feedback@wentwest.com.au or;

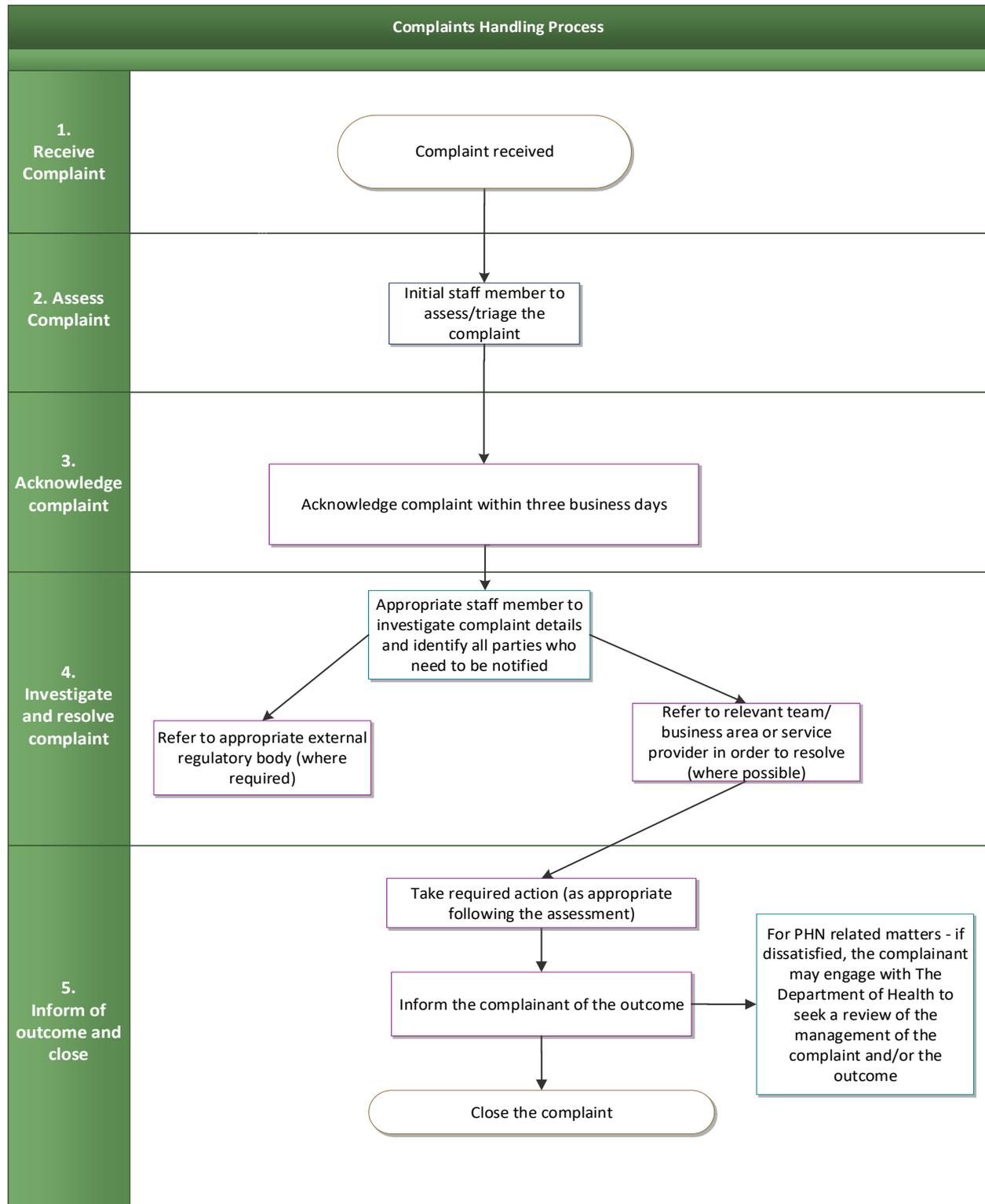
Mail: Level 1, 85 Flushcombe Road, Blacktown NSW 2148

- **Note:** If we receive a complaint in person or by telephone; and we consider it appropriate, we may ask for it to be submitted via the online feedback form or in writing.
- In order to efficiently and effectively assess a complaint, WentWest requires the following information:
 - 1.2..1. details of the complaint;
 - 1.2..2. any available evidence to support the complaint; and
 - 1.2..3. details of any attempts the complainant has made to resolve the matter.

1.3. Additional information

- We 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

2. How we handle complaints



3. How we assess and review complaints

3.1. Assessment and action

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 staff member (as appropriate);
- for PHN related complaints - refer the complaint to the service provider as required, providing information necessary for the party to respond to the complaint;
- request that service provider's take certain actions;
- refer the complaint to the appropriate regulatory body as required;
- keep appropriate records.

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 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.

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 service provider.

Staff will continually monitor this policy to ensure its effectiveness in responding to and resolving complaints, and to identify and correct any issues.

3.5. Review of outcome

A complainant or service provider can 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 within three months of the complainant being notified of the outcome of their complaint via one of the methods listed under 1.2 of this policy.

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 staff member for consideration).

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

4. Quality assurance and continual improvement

4.1. WentWest is an ISO 9001:2015 certified organisation. We take every opportunity to identify and address issues within all areas of service and to improve the effectiveness and efficiency of our quality management system.

This policy is approved and issued by the Acting CEO of WentWest Limited.

CEO:



Date:

12/4/19