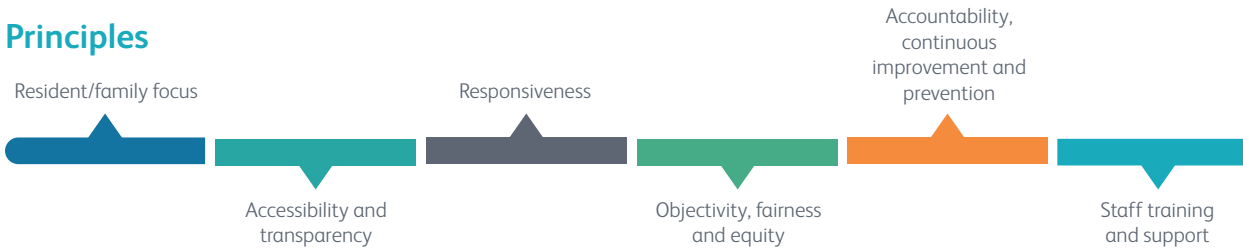


## Principles



## What is a customer complaint?

An expression of dissatisfaction about the service, or action of Infinite, or its staff, by a person who is directly affected, or their representative, by the service or action, and includes complaints related to:

- A care concern or a decision made by an employee of the company
- An act, or failure to act, by an employee or the company
- An external referral, complaint, or a recommendation by the Aged Care Quality and Safety Commission or the NDIS Commission.
- The customer service provided by an employee of the company.

## What isn't a customer complaint?

It is not a complaint when our customers:

- Request more information
- Request a change in care services or request a new type of service to be provided
- Make a suggestion for improving our services
- Express a concern about a situation
- Provide feedback on the facility's performance
- Provide information (e.g. reporting an incident).

## Complaint type and response times

The time it takes to resolve a customer complaint depends on a number of factors. As a guide:

- All complaints will be acknowledged within 2 working days
- Simple customer complaints may take up to 7 working days
- Customer complaints requiring some inquiry may take up to 14 working days
- Customer complaints that require investigation and referral may take up to 28 working days, or longer in some cases
- An internal review should take 1-14 working days, subject to complexity.

## Accessibility

Customer complaints can be made via telephone, email, in person, letter, social media, and the Infinite website. When making a complaint, complainants:

- Can be supported by a family member, an advocate, or a representative
- Can request other reasonable assistance, such as translation services
- Will be provided information about how to make a customer complaint and how complaints will be managed, including any review options available
- Can remain anonymous, although this may limit how we can address a complaint.

## Our Approach

Monitoring and reviewing the customer complaint system. We use customer complaints to inform continuous improvements and to meet our obligations under the Aged Care Standards.



## Leaving Feedback


Infinite Care welcomes all feedback. Complaints and feedback can be submitted via Care Page by scanning the QR Code or via email to [feedback@infin8care.com.au](mailto:feedback@infin8care.com.au)



## How we handle customer complaints

Our approach to handling complaints is based on our Feedback Management Policy.

We try to resolve customer complaints as quickly as possible, at the point where the complaint is received, or after it is re-directed to the appropriate business representative. If a complainant is dissatisfied, they may be able to ask for a review.



### Early resolution

Facility handling and resolution of complaint

#### Resolving at point of receipt

We always try to manage and resolve customer complaints quickly, at the facility, or the point where the complaint is received, so we can fix issues locally.



### Internal review

Dissatisfied customer seeks internal review

#### Requesting an internal review

Complainants can request an internal review if dissatisfied with the outcome of their complaint and/or the way the facility handled the complaint. Email [feedback@infin8care.com.au](mailto:feedback@infin8care.com.au)



### External review

Dissatisfied customer seeks external review

#### Requesting an external review

Complainants can ask an external agency, such as the Aged Care Safety and Quality Commission or the NDIS commission, to review the company's handling of their customer complaint if they are dissatisfied via the following :

[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## Complaints categories

Infinite uses set categories to record customer complaints at the organisational level. This helps us analyse customer complaints to identify trends and issues to improve our services. The categories are:

- Health and safety
- Care and clinical
- Customer service (general)
- Staff and volunteers
- Food services
- Laundry services
- Billing and charges
- Lifestyle activities.

## Excluded complaints

Some complaints are outside the scope of this framework and will be managed through different processes:

- Complaints about certain decisions made under legislation
- Complaints about decisions made under a contract
- Employee complaints about their employment
- Complaints involving corrupt conduct (Crime and Corruption Act 2001)
- Public interest disclosures (Public Interest Disclosure Act 2010)

## Complainant responsibilities

Customers making a complaint are responsible for:

- Cooperating respectfully and understanding that unreasonable conduct will not be tolerated, including abusive, aggressive or disrespectful behaviour
- Providing a clear idea of the problem and the desired solution
- Providing all relevant information when the complaint is made
- Understanding that some decisions cannot be overturned or changed under the framework approach
- Informing Infinite of changes affecting the complaint including if help is no longer required.



## Resources

- Feedback Management Policy
- Complaint Preliminary Investigations Records
- Internal Investigation Procedure
- Website
- Compliments and Complaints Form
- Care Page