



## **A17 Complaints Policy**

(Standards 1.2 Regulatory Compliance; 1.8 Information Systems)

---

### **Complaints Policy**

The Board of Serbian Community Welfare Association of Sa Inc. T/A Pennwood has a positive attitude towards complaints, seeing them as a key opportunity to develop the quality of our services.

Pennwood is committed to providing information which empowers each CHSP funded CALD agency (service user) to exercise their rights in accessing and receiving CHSP and HCCS information which assists them to make relevant service choices.

Pennwood provides and promotes access to validated information which fosters processes and procedures on complaints and advocacy; privacy and confidentiality and independence.

Pennwood promotes a feedback and complaints process which is positive; inclusive, timely, transparent and retribution free.

Pennwood welcomes, values and encourages feedback from stakeholders by:  
Promoting policies, processes and practices in place for addressing feedback, complaints and grievances

Providing a range of complaints and feedback opportunities through all program activities. Formats include: evaluation forms; structured targeted surveys (written, face to face, focus groups, phone and website); and informal feedback through website; workshops and sessions; phone and email

Collecting, Evaluating and Addressing all program activities' feedback from stakeholders

Promoting complaints and feedback responses as continuous improvement processes both for organisational as well as operational activities

Reviewing feedback, complaints and evaluations from the information and training sessions and revising the information and training package to determine priority topics and flexibility of timing of provision

Pennwood Aged Care Facilities  
**Pennwood Village & Home Care**  
19 Windsor Avenue, Pennington 5013  
Phone: (08) 8341 0401, Fax: (08) 8341 0775



Policy No.:	MSPP-A17
First Issued:	01 / 01 / 2002
Date Reviewed:	06 / 11 / 2017
Issue No.:	13
Review Date:	06 / 11 / 2020

If complaints cannot be resolved to customer satisfaction within Pennwood, the matter is then referred to relevant external bodies:

Aged Care Complaints Commissioner  
Physical Address: Level 18, 90 Collins St, Melbourne VIC 3000  
Postal Address: Locked bag 3, Collins St East VIC 8003  
Freecall: 1800 550 552  
E-mail: [enquiries@agedcarecomplaint.gov.au](mailto:enquiries@agedcarecomplaint.gov.au)  
Website: <https://www.agedcarecomplaints.gov.au/>

Department of Health  
South Australia State Office  
Physical Address: Level 13, 11-29 Waymouth Street, Adelaide SA 5000  
Postal Address: GPO Box 9848 Adelaide SA 5001  
Switchboard: 08 8237 8111  
Freecall: 1800 188 098  
General Fax: 08 8237 8000

ARAS: Aged Rights Advocacy Service (South Australia)  
Physical Address: 16 Hutt Street, Adelaide SA 5000  
Postal Address: PO Box 7234, Hutt Street SA 5000  
Phone: (08) 8232 5377  
Freecall for country callers only 1800 700 600  
Fax: (08) 8232 1794  
Email: [aras@agedrights.asn.au](mailto:aras@agedrights.asn.au)

Chairperson of the Board:

(Monica Belosevic)