

FEEDBACK & COMPLAINTS HANDLING

Standard 2 (The Organisation) of the Strengthened Aged Care Quality Standards sets out the expectations of the governing body to meet the requirements of the Quality Standards and deliver quality funded aged care services. A provider's governance systems and workforce are critical to the delivery of quality, effective and person-centred care for every Resident/Client, and continuous care and services improvement.

Standard 2 (Outcomes 2.6a and 2.6b) requires aged care providers to encourage and support aged care workers, individuals and others to make complaints and give feedback about the provider's delivery of funded aged care services without reprisal. The provider must acknowledge and transparently manage all complaints and feedback and use complaints and feedback to contribute to the continuous improvement of services.

The Aged Care Act 2024 (Cth) and Aged Care Rules 2025 (Cth) require providers to have a system to manage complaints and feedback. This system must:

- be available to anyone who wants to make a complaint or give feedback
- follow best practice
- meet legal obligations
- help and encourage resident/clients to make complaints and give feedback.

NCCCA is actively committed to encouraging continuous feedback from resident/clients, their supporters, our workforce and other key stakeholders.

NCCCA categorises feedback using the "three C's" – whether it is a compliment, comment or complaint.

A **compliment** is any positive feedback that we, or a member of our workforce receives.

A **comment** is a neutral statement of feedback that can neither be categorised as positive or negative, where a response or resolution is not expected or required.

A **complaint** is an expression of dissatisfaction related to our care, services, workforce or the handling of a complaint where a response or resolution is explicitly or implicitly expected, or legally required.

All compliments, comments and complaints are recorded using our [Feedback and Complaint Form](#) and analysed to ensure we are responsive to resident/client needs and feedback as well as continuously improving our care and services.

Where feedback is categorised as a complaint, it is managed through our [Complaints Handling Program](#) and where something has gone wrong that has harmed, or has the potential to cause harm to, a resident/client, Open Disclosure is applied.

We encourage all stakeholders to raise concerns with our workforce or managers first as this is often the best way to have a concern quickly resolved. If stakeholders do not feel comfortable raising concerns with us directly, they can also contact the Aged Care Quality and Safety Commission and make an open, anonymous or confidential complaint. The Commission also has advocacy, translating and interpreting services available to help those wanting to make a complaint.