

Complaints and Feedback – Client Fact Sheet

POLICY STATEMENT

PRONIA values complaints and feedback on our care and services. We respond in a timely way to all complaints and feedback, apply open disclosure principles and take action to improve our services.

1 PURPOSE

To provide a clear overview of PRONIA's approach to encouraging and managing complaints and feedback.

2 SCOPE

All PRONIA services.

3 OUR APPROACH TO COMPLAINTS AND FEEDBACK

PRONIA welcomes all feedback as an opportunity to improve. We you to raise complaints or provide feedback about our services, knowing that PRONIA will always support and respect your feedback, and will always treat it as a learning opportunity.

3.1 MAKING OR WITHDRAWING COMPLAINTS AND FEEDBACK

Complaints and feedback can be given to PRONIA at any time in any way – in writing (by filling in a form, or on our website) or verbally (on the phone or in person), or through an external agency.

Complaints may also be withdrawn by you, unless doing so would conflict with our legal obligations. If your complaint or feedback reveals that you or someone else was harmed or at risk of harm, it is treated as an incident and managed accordingly. If you identify a potential contravention of the Aged Care Act, you may be offered the option to have it treated as a whistleblower disclosure.

All complaints and feedback are recorded on PRONIA's **Feedback Form**. This form is available electronically via our website www.pronia.com.au, provided with the service agreement and care plan and available for staff via the PRONIA intranet. Where you provide feedback verbally, PRONIA will complete a form on your behalf.

Feedback may also be provided within our Consumer Advisory Body and other discussion forums which we may establish from time to time.

PRONIA does not charge any fees for making, withdrawing or managing a complaint or feedback.

3.1.1 ANONYMOUS COMPLAINTS

Complaints can be submitted anonymously. While anonymous submissions limit our ability to consult with you, they may still allow for ongoing communication if submitted through an external advocacy service that maintains contact with you, or via anonymous channels such as an unidentifiable email address.

4 COMPLAINTS MANAGEMENT

We use the [Better Practice Guide to Complaints Handling in Aged Care Services](#)¹ to guide our management of complaints.

4.1 PROCESS FOR MANAGING COMPLAINTS

Step	Timeline
1. Complaint is received & recorded by PRONIA	Within 2 working days of receipt of complaint
2. You will be contacted and advised of the complaints process and assist with facilitating any ongoing support needs for you or another client directly affected by the issue.	
3. If the complaint should be handled as an incident or as a whistleblower disclosure, the appropriate process will be used by PRONIA and you will be consulted or advised accordingly.	
4. The complaint is investigated, escalated and actions are prepared and discussed with you. Person/s affected by the complaint are fully informed of all facts and given the opportunity to provide further information and contribute to the solutions.	Within 15 working days of receipt of complaint
5. If you are not satisfied with the outcome, you are advised of the complaints appeal process and associated timelines and advocacy / support agency options.	To be advised under the circumstances

4.3 CONFIDENTIALITY

Information provided in a complaint or feedback is treated as confidential by PRONIA and only disclosed if required by law, or if the disclosure is otherwise appropriate in the circumstances (for example, when a consumer, complainant or other party is at risk of harm).

4.4 WORKING WITH EXTERNAL COMPLAINTS AGENCIES

If we receive a request to provide information or input from an external complaints/advocacy agency we provide relevant information as requested with consideration to privacy.

If we are provided with a direction from the Aged Care Quality and Safety Commission, we follow that direction and keep a record of the actions taken on the complaint form/file. Additionally, if requested by the System Governor or the Commissioner to provide a Complaints and Feedback Management Report, we will provide the report within 14 days (or within the timeframe specified in the request).

5 FEEDBACK

Feedback can be positive and negative. If your feedback raises issues that need to be resolved, we:

- Consult with and listen to you
- If feedback is given on your behalf by someone else, we will seek to speak with you directly

If you consent, we also consult with your registered or preferred supporter.

¹ Australian Government Aged Care Complaints Commission [Better Practice Guide to Complaint Handling in Aged Care Services](#) Updated July 2025. See also [Complaints handling checklist](#) Website Accessed August 2025

5.1 FEEDBACK PROCESS

Feedback is usually provided to us by completing a **Feedback** form or specifically talking with a PRONIA worker.

We always appreciate and learn from feedback regardless of whether it tells about something to improve, or something to need to keep on doing.

Whenever feedback is not written the worker receiving it completes a Feedback form.

5 SUPPORT

You may choose to have a family member, carer, interpreter, or **independent advocate** assist you.

We can help you contact:

- **Older Persons Advocacy Network (OPAN) / Elder Rights Australia** – 1800 700 600
www.opan.org.au / www.elderrights.org.au
- **Aged Care Quality and Safety Commission (ACQSC)** – 1800 951 822
www.agedcarequality.gov.au
- **Translating and Interpreting Service (TIS)** – 13 14 50
www.tisnational.gov.au

You are free to contact the **ACQSC** or any advocacy service at any time. We will cooperate openly and transparently with any external review or investigation.