**CUSTOMER FEEDBACK & COMPLAINTS POLICY & PROCEDURE**

**OBJECTIVE OF THE POLICY**

CPE Group is committed to providing services to our customers which are safe and which meet or exceed their expectations.

We welcome and value feedback and complaints from all our customers - My Aged Care, NDIS, Veterans Home Care, Self Funded and their family members and carers as they assist us to improve our services. We are committed to being responsive to the needs and concerns of our customers and to resolving any complaint as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the manner in which CPE Group receives and manages complaints and to ensure people are treated fairly.

**HOW A COMPLAINT CAN BE MADE**

If you are dissatisfied with our services, you should in the first instance consider speaking directly with the staff member you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns, you can lodge a complaint with us in any one of the following ways:

* + - by completing a feedback form on our website (www.cpegroup.biz);
    - by telephoning us on 1300 665 082 and requesting to speak to our Care Manager;
    - by writing to our Care Manager (63 Lindsay Street, Perth WA 6000); or
    - by emailing us (info@cpegroup.biz).

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

**RECORDING, INVESTIGATING & PROVIDING FEEDBACK**

When taking a complaint, we will record your name, contact details and all details of your complaint including the facts and cause(s) of your complaint.

We will resolve your complaint as quickly as possible. In accordance with our Complaints Procedure we will

* take immediate action where there appears to be a high risk of harm, neglect or abuse;
* aim to acknowledge complaints within the next business day from receipt;
* call you within two business days of acknowledgement; and
* aim to resolve complaints within 21 business days of receipt.

When we contact you to talk about your complaint, we may ask you to provide more information to help us understand the nature of your complaint.

We will contact the person or organisation you are complaining about, provide them with details and ask for their comments and relevant information. If the complaint is against an employee of CPE Group, that person will have no contact with the complainant while the complaint is resolved.

Complaints can be resolved in many ways and the CPE Group staff member who is handling your complaint can provide you with information about how your complaint will be resolved.

We will ensure that you will be appropriately involved in the resolution of the complaint and kept informed of the progress of the complaint including any actions taken and the outcome following the investigation of your complaint.

**EXTERNAL SUPPORT**

At any stage of the complaints process, you can get support from an independent advocate.

Where a matter needs to be referred to an outside agency or otherwise investigated, all staff will cooperate with the inquiry and produce material requested.

If we have not resolved the matter to your satisfaction, you may wish to contact one of the following organisations listed below:

*For Home Care Package Customers:*

* Advocare: (08) 9479 7566
* My Aged Care: 1800 200 422

*For NDIS Customers:*

* NDIS: 1800 800 110
* Health & Disability Services Complaints Office: (08) 6551 7600 or 1800 813 583