Complaints Investigation



About this program

This workshop offers a process for complaints investigation and resolution. Case studies will be used to demonstrate a best practice approach with references to approved provider responsibilities and practical skills in applying a streamlined complaints investigation approach.

Learning outcomes

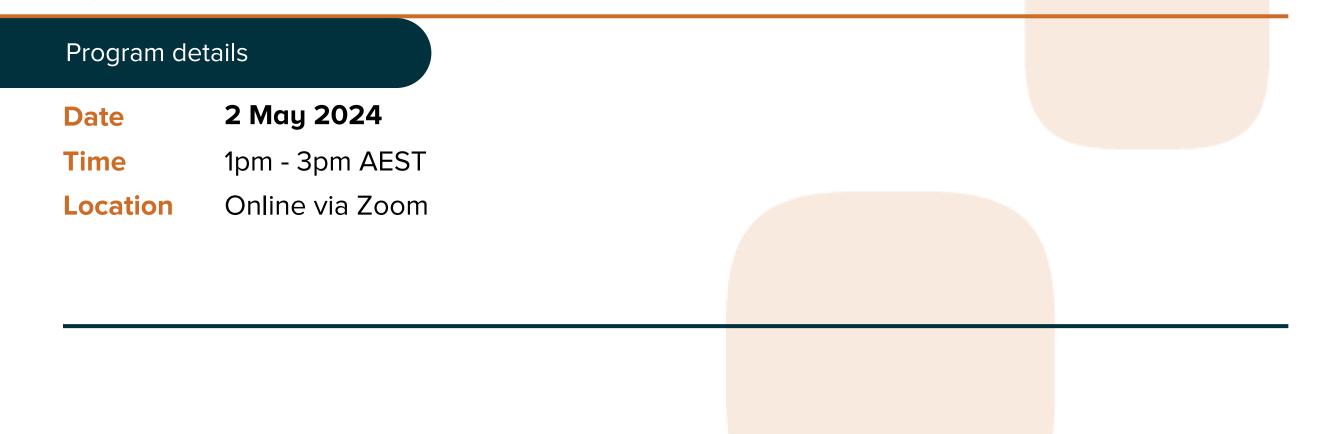
- Snapshot of Provider responsibilities under the Aged Care Act 1997 and funding agreements with the Australian Government.
- Types of complaints health care, personal care assistance, communication, staff roles, living environment, fees and charges in care agreements and choice and preferences in care arrangements.
- Applying a solution-focused framework to deal with complaints
- Identify the primary tools or components of an investigation conciliation, investigation, service provider resolutions and mediation.
- Learn key elements that enable complaints to be resolved –confidentiality, effective communication, active questioning, natural justice principles and an equitable and fair approach

| for all | parties. |
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The principles of effective complaints documentation.

Target audience

This workshop is ideal for Managers, Quality Manager, Clinical Managers, Work, Health & Safety Managers and Coordinators, HR Managers.



For more information or to register, contact ACCPA Learning & Professional Development Ph: 1300 222 721 or E: training@accpa.asn.au

