

# Complaints Management for Positive Outcomes **LPA23**

## Learn to love complaints!

Complaints are an inevitable part of business and can be invaluable for making improvements. However, mishandling complaints can lead to regulatory action, adverse publicity and reputational damage, inability to defend a legal claim and possibly failure to meet duty of care requirements. All of these potential impacts can leave a home care service exposed. Standard 5 ACQS requires us to actively manage complaints.

## How can we deliver results for you and your organisation?

In this webinar, you will come away with a clear understanding of the systems and processes you are required to have in place for managing complaints to achieve positive outcomes.

## What will this webinar include?

- ✓ Defining what constitutes a complaint (and what doesn't)
- ✓ Aged Care Quality Standards requirements and guidance on complaints
- ✓ Essential aspects of complaints policy and procedures
- ✓ Choosing the right complaints strategy
- ✓ LPA four-step approach for handling and responding to informal complaints (RRRR)
- ✓ Communication techniques
- ✓ Diffusing difficult situations
- ✓ Escalating complaints with a defined complaint management process
- ✓ Achieving a win/win outcome for the complainant and the service
- ✓ Forming a view and communicating outcomes
- ✓ Creating and sustaining a positive organisational complaints culture
- ✓ Capturing and maintaining a register for complaints
- ✓ Trending and analysis of complaints for continuous improvement
- ✓ Documentation and record keeping
- ✓ Using complaints, outcomes and trends from complaints to continuously improve

## Who is the webinar suitable for?

This webinar is suitable for managers, quality officers and case managers/co-ordinators.

- 17<sup>th</sup> August 2021

### Times:

- 1.00pm-4.00pm – New South Wales, Victoria, Tasmania, Queensland, and the Australian Capital Territory
- 12.30pm-3.30pm - South Australia and Northern Territory
- 11.00am-2.00pm - Western Australia

### Cost:

\$397 plus GST

### Register Through Eventbrite:

<https://www.eventbrite.com.au/e/complaints-management-for-positive-outcomes-registratio>

