Complaints Process Flowchart

Wheatbelt Complaints Process

Phase

Health Service

Receives Complaint. Commences the Complaint Management / Investigation Form. Ensure complaint is date stamped and forwards to Executive member by next working day.

FAST TRACK – if a complaint can be addressed immediately complete the Complaint Management/Investigation Form and draft response (if applicable) and forward to wheatbelt.consumerfeedback@health.wa.gov.au ASAP

Executive Member

Complaint and Complaint Management / Investigation Form received from health service. Files documents in Records Manager (RM) and forwards RM links to email: wheatbelt.consumerfeedback@health.wa.gov.au within two working days

Yes → **FAST TRACK**

No

Reviews draft response and investigation to ensure issues have been addressed Approves?

No — Returns to manager for further review

Yes — Forwards RM links to Regional Office

Regional Consumer Feedback Coordinator

Receives email notification with RM links

Sends initial acknowledgement letter within five(5) working days of receipt of complaint at health service and files in RM

Enter/updates details in Consumer Feedback Module (CIMS Datix)

Emails executive member RM link to initial acknowledgement letter and advises due date final draft response and investigation report due. CCs in Regional Director (RD) and relevant manager of service. Monitors progress of investigation and response

Response and investigation, addresses issues raised

No — Returns to executive member for further review

Yes — Forwards to RD for review and approval

RD approved. Final response posted **Simple Complaint** within 7 working days of receipt of complaint **Complex Complaint** within 25 working days of receipt of complaint

RD not approve draft response and investigation returned to Executive member for further review

Closing the Loop

Report extracted from database. Data analysed and findings tabled as part of the Quarterly Safety & Quality Report. Report tabled at Wheatbelt Executive, Regional Governance meetings, sub committee meetings, district, site and team meetings

Consumer Feedback Evaluation sent to complainants the following month.

Returned completed evaluations entered into database

Please note in relation to the below complaints the following Executive will be sent a copy by the Regional Consumer Feedback Coordinator.
All nursing complaints – Regional Nursing and Midwifery Director
All medical officer complaints – Director Medical Services

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Contact: Regional Clinical Governance Officer (C. Ryan)

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