



Princes Court's Complaints Handling Policy

Princes Court welcomes feedback from all older people using our services, their families, carers and representatives, members of the workforce, and other key stakeholders. We take all complaints or concerns that may be raised seriously. This Complaints Handling Policy is designed to assist you in understanding how to make a complaint.

What is a Complaint?

A complaint is an expression of dissatisfaction made to Princes Court, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Princes Court's Commitment

Princes Court is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with both the Better Practice Guide to Complaints Handling in Aged Care (Aged Care Quality and Safety Commission, 2025).

Our Complaints Handling Program includes the use of an online complaints management system which allows us to capture, manage, and report on complaints. Regular analysis of complaints received and the implementation of remedial action, where deficiencies are identified, are key to our commitment. Our internal complaints handling process is available at no cost.

How Do I Make a Complaint?

We ask that, where appropriate, you first raise the matter directly with a member of our workforce such as our Clinical Care Manager or Support at Home Manager. If you prefer not to go through this staff member, or if you have been unable to resolve a matter informally, or simply wish to make a formal complaint, you can do so by any of the following means:

1. Sending an email to us at info@princescourt.com.au.
2. Writing a letter to the organisation addressed to "The Complaints Manager".
3. Telephoning the organisation and asking to speak to an Executive Manager or the Complaints Manager.
4. Dropping a feedback form into the 'feedback box' in reception at Princes Court Homes.
5. Using the feedback button or completing the feedback form on our website at www.princescourt.com.au.

All formal complaints will be logged into our online complaints management system and managed in accordance with our complaints handling process.

You can also make a complaint to the Aged Care Quality and Safety Commission which provides a free service for anyone to raise a concern or make a complaint about the quality of care or services provided to people receiving Australian Government funded aged care. The contact details for the Commission are as follows:

Email: audit.feedback@agedcarequality.gov.au

Website: <https://www.agedcarequality.gov.au/making-complaint>

Call: 1800 951 822 (free call) and ask to provide feedback on an aged care service