



**At Home Podiatry
Feedback & Complaints
Policy & Procedure**

PURPOSE

- At Home Podiatry is committed to providing professional, patient-centred podiatry care that meets the Aged Care Quality Standards. This policy ensures all patients and their representatives are encouraged and supported to provide feedback or make complaints safely, fairly, and without fear of reprisal.

SCOPE

- Applies to all podiatry services delivered by At Home Podiatry, including home visits and aged-care settings.

POLICY STATEMENT

- Feedback and complaints are welcomed and valued as opportunities to improve care and service.
- Patients, carers, families, and representatives can provide feedback or make complaints at any time and in any way (verbal, phone, text, email, or in writing).
- All matters will be handled promptly, confidentially, and respectfully.
- The process will be fair, open, and honest at every stage.
- Patients will not experience discrimination, retribution, or reduced quality of care for providing feedback or making a complaint.
- Where appropriate, issues will be referred to external agencies such as the Aged Care Quality and Safety Commission or the Older Persons Advocacy Network (OPAN).
- The feedback and complaints system will be reviewed every 12 months or sooner if significant changes occur.

HOW TO PROVIDE FEEDBACK OR MAKE A COMPLAINT

Patients or representatives can:

- Speak directly to the podiatrist during or after a visit
- Phone or text on 0478 100 917 or email lisa@athomepodiatry.com.au
- Post or hand in a written note or feedback form (PO Box 828 Wellers Hill QLD 4121)
- Anonymous feedback is also accepted.

PROCEDURE

1. Receive and Record:

Feedback or complaints are acknowledged within 2 business days.

Details are entered into the Feedback and Complaints Register (including date, summary, action, and outcome).

Anonymous feedback is still logged but marked as 'anonymous.'

2. Assess and Investigate:

The podiatrist reviews the issue, gathers relevant information, and discusses it respectfully with the patient if appropriate. Serious or reportable matters are escalated to the Aged Care Quality and Safety Commission.

3. Respond and Resolve:

Provide a timely and fair response — generally within 10 business days. Offer an explanation, apology if appropriate, and outline any corrective action taken.

4. Record and Close:

All actions and outcomes are recorded in the register. If the matter is not resolved to the patient's satisfaction, they are informed of external complaint options.

5. Continuous Improvement:

Feedback and complaint trends are reviewed quarterly (or at least annually). Outcomes are used to improve service delivery, documentation, or communication.

EXTERNAL CONTACTS

- Aged Care Quality and Safety Commission – 1800 951 822
Website: www.agedcarequality.gov.au
- Older Persons Advocacy Network (OPAN) – 1800 700 600
Website: www.opan.org.au

CONFIDENTIALITY & RECORDS

- All records of feedback and complaints are stored securely and handled according to privacy legislation. Identifying details are shared only when necessary to resolve the matter.

REVIEW

- This policy and procedure will be reviewed every 12 months, or earlier if there are legislative, organisational, or service delivery changes.