

Summary of Alkira Complaints and Feedback Procedure

Alkira welcomes all comments, compliments and complaints. This feedback is valued and assists us in understanding what we are doing well and how we can improve our services

It is Alkira's policy to ensure all complaints are handled in a transparent, timely, fair and person focused manner. Not all complaints must go through all levels.



Level 3 Complaint

- **Are minor issues that have no impact or risk to a client, provision of care or the organisation and are resolvable at the frontline or point of service.**
- Complaints at Level 3 are aimed to be resolved within 3 days by the Support Staff.
- If the complaint cannot be resolved at Level 3, it is referred to the Service Manager.



Level 2 Complaint

- **Are moderate complaints that may require assessment and examination or are major issues that may cause a lasting detriment and that require internal review or investigation.**
- Complaints at Level 2 are managed by the Service Manager who will try to resolve the matter within 21 days. If the complaint has been escalated from Level 3 the Service Manager will look into it within 10 working days.
- If the complaint cannot be resolved at Level 2, it is referred to the Chief Executive Officer (CEO).



Level 1 Complaint

- **Are extreme and serious adverse events that may lead to long term damage or death and require external investigation and review.**
- Complaints at Level 1 are managed by the CEO.
- If the complaint has escalated from Level 2, the CEO will review the matter and decide within 3 working days whether to further investigate or refer the complaint externally.
- Level 1 complaints will be reviewed by the CEO and an external investigation agent, will be engaged.