

Person centred



Person centred complaints resolution process self audit

Principle	Criteria	Assessment Indicator 1, 2, 3, 4	What supports your assessment?	Recommended actions for improvement	Action plan (Who, what & when)
2. Person Centred	The process used to respond to complaints ensures the voice of the person with a disability is heard and their perspective considered in how the matter is resolved				
2.1. Balance of important to and important for	The assessment and investigation of complaints seeks to identify what is <i>important to</i> and what is <i>important for</i> the person with a disability, in determining an appropriate resolution of the complaint. (Refer to Chapter 8 of the guide for an explanation of the difference between important to and important for).				
2.2. Respect	People are treated respectfully, courteously and sensitively.				
2.3. Confidentiality and Privacy	The person making a complaint has the right to have their confidentiality and privacy protected throughout the complaint handling process, in accordance with provisions of the <i>Information Privacy Act 2000</i> and the <i>Health Records Act 2001</i> . <i>This means that information gathered during the complaint process is protected and only used to resolve the complaint or address broader issues arising from the complaint, and information is shared with staff on a need to know basis. This includes ensuring the positive outcomes arising from complaints received and other shared learnings are communicated in a way that does not identify the person making the complaint.</i>				