Date	Time	Complaint received by:	Method of complant	Complainant
16/11/2021		Exec director of coorporate services	written	Anonoyous via ACQSC
16/11/2021		Exec director of coorporate services	written	Anonoyous via ACQSC
16/11/2021		Exec director of coorporate services	written	Anonoyous via ACQSC
16/11/2021		Exec director of coorporate services	written	Anonoyous via ACQSC
24/12/2021	10am	Babu Ouga	Verbal complaint	Moira Mau

Complaints Register

Phone or email contact details	Summary details of complaint	Action to be taken	Actioned by
ACQSC	CHSP does not have a budget for services offered or client contributions	Investate the status of the current budget and seek clarification of the aged care budget.	Gary Pemberton executive Director of Corporative services
ACQSC	Carers receipients are not consulted about the activities offered and are not offered culturallyappropriate activities	Need to check with clients if they are satisfied if they are receiving culturally apporptiate care	Gary Pemberton executive Director of Corporative services
ACQSC	Majority of staff have not undertaken a cert 3 they had started but the tafe pulled out as in invoives wearn't paid so the staff have limited understanding of their roll or the program	To investagate the qualifications of the acting coordinator to ensure they have age care qualifications	Gary Pemberton executive Director of Corporative services
ACQSC	A carer with limtied skills and understanding is the care coordinator	To investagate the qualifications of the acting coordinator to ensure they have age care qualifications	Gary Pemberton executive Director of Corporative services
0482537169	Raised concerns that there where no Home care services during the christmas shut down period	Review policy over christmas to determine what the current rules are in inregards the delivery of age care services over the christmas period	Patricia Kutchie Nona

Quality improvement action to be taken	Date incident resolved	Date feedback given to complaint	Location of Documents
	29/11/2021	29/11/2021	\\np.nparc.qld.gov.au\home\Patricia.Nona\Documents\Aged Care\quality\complaints
Conduct a client survey to check if client are receiving culturally appropriate care	29/11/2021	29/11/2021	\\np.nparc.qld.gov.au\home\Patricia.Nona\Documents\Aged Care\quality\complaints
to review each status training of each Care worker and develop an individual training plan to complete their Cert 3 qualifications	29/11/2021	29/11/2021	\\np.nparc.qld.gov.au\home\Patricia.Nona\Documents\Aged Care\quality\complaints
As above	29/11/2021	29/11/2021	\\np.nparc.qld.gov.au\home\Patricia.Nona\Documents\Aged Care\quality\complaints
Review the policy to enable home care service delivery services on weekends and public hoidays			
document complaints to ensure there is evidence			