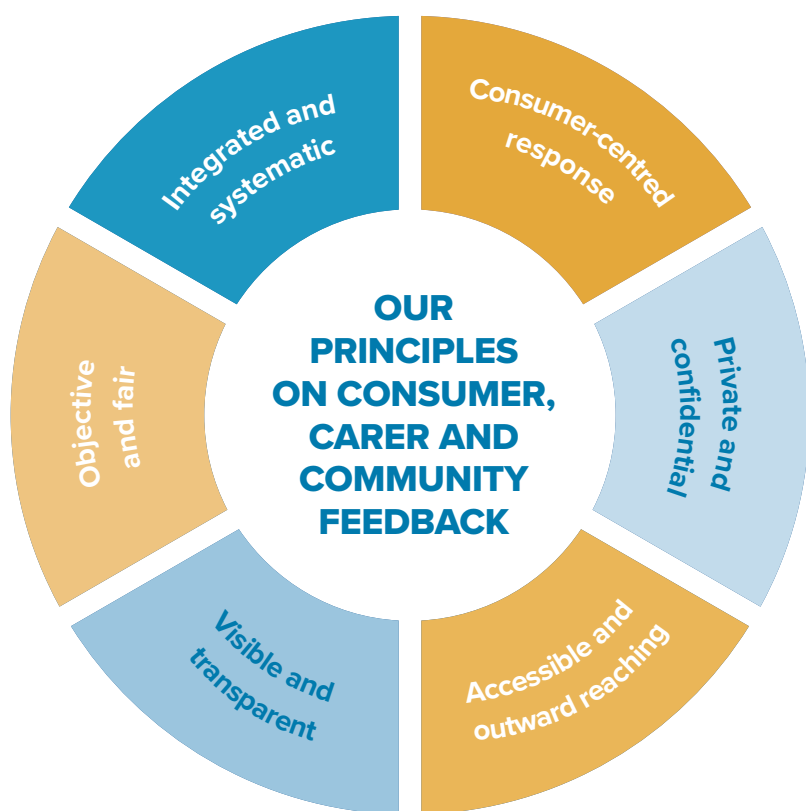


# CONSUMER, CARER AND COMMUNITY FEEDBACK AND COMPLAINTS MANAGEMENT FRAMEWORK OVERVIEW

**SA Health is committed to engaging and partnering with consumers, carers and the community.**

Feedback and complaints are extremely important for SA Health. Consumer, carer and community feedback and complaints provide a valuable source of information and insight into consumer experience and identify safety and quality related problems within healthcare organisations. Consumer, carer and community feedback and complaints are essential and fundamental to consumer-centred care.



## OUR VISION

Enabling every South Australian to provide feedback, comment or make a complaint and to be listened to.

## OUR MISSION

**LISTEN** to understand what matters to you

**ACT** to resolve problems and learn from what did not go well

**CHANGE** to improve the quality and experience of your care

**CONTINUE** to look at different ways you can provide feedback to shape the services you need.

**ENSURE** consumer, carer and community feedback drives quality improvement.

## OUR VALUES

Three core values setting the standards for consumer, carer and community feedback and complaint management practices include:

1. Positive culture that values feedback and complaints
2. Inclusive and safe
3. Respects the complainant

## Goals

Five core values setting the standards for consumer, carer and community engagement practices

