

P018 - Feedback and Complaints Management Policy & Procedures

1. Scope

This procedure applies to employees, participants, participant's families and representatives, volunteers, visitors, contractors and other District 360 Supports stakeholders.

This procedure does not relate to grievances by employees about the employee relationship. For such matters refer to the Grievance Policy & Procedure which relate to the employment relationship.

2. Purpose

The purpose of this policy and procedure is to ensure that people are aware of how to provide feedback, make a complaint, give a compliment or share an idea, how to deal with them and how to record them.

Policy Statement

District 360 Supports welcomes complaints, comments, suggestions and compliments from its participants, employees and the general public and believes that such involvement in the manner in which District 360 Supports undertakes its activities, benefits District 360 Supports.

District 360 Supports will encourage complaints, comments, suggestions and compliments from its participants, employees and the general public.

District 360 Supports will deal with complaints, comments, suggestions and compliments in a manner which is prompt, fair to all parties, courteous; confidential and given high priority for resolution and remedy ensuring that there is no retribution for the comments made.

District 360 Supports will review the complaints, comments, suggestions and compliments it receives to ensure that they lead to service improvement.

3. Procedure

At all levels of District 360 Supports and utilising all relevant opportunities, it should be reinforced to staff that all feedback including complaints and comments made by staff; participants and their representatives and families; volunteers; visitors; supporters and sponsors; contractors and stakeholders are welcome and provide an opportunity to continuously improve.

Opportunities to provide/receive feedback

There are several ways for feedback to be provided to District 360 Supports. These include:

- Via e-mail – info@360supports.com.au

- By telephone 1800 411 818 / 08 61617134
- Via District 360 website www.district360.com.au
- Via NDIS Quality and Safeguard Commission

You can make a complaint to the NDIS Commission by:

- phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- completing a complaint contact form

If you would like to engage in an Advocacy service to support with your complain, go to Disability Advocacy Finder www.disabilityadvocacyfinder.dss.gov.au/disability/ndap/ to find a contact in your state.

During staff orientation and induction, it is essential that all staff members are made aware of the need for the regular feedback opportunities to be available to all participants and their representatives and staff. Information must be provided in an accessible format and be readily available. For example, provided in Braille or large print and displayed in common areas, entry foyers notice boards and on the website.

How to deal with feedback received

The staff member receiving feedback verbally should:

- Listen carefully and make notes during the conversation where possible or immediately following the end of the conversation onto the Compliments Complaints and Ideas Form.
- Confirm the details by repeating the information and gaining agreement from the person providing the feedback.
- Explain what action can be taken and how long this will take (if known).
- If possible, agree on a solution and resolve the issue at this stage adhering to District 360 Supports Australia's Policies and Procedures and taking into account duty of care obligations.

Support workers will:

- Find the first opportunity to discuss the feedback received with the Regional Area Supervisor and provide the completed Compliments, Complaints and Ideas form to them.
- Follow through with any agreed actions and solutions immediately.

All other staff will:

- Enter the feedback details into IRIS if they have access to IRIS or provide the completed Compliments, Complaints and Ideas form to the relevant Manager or General Manager to which the feedback pertains, and they will enter it.
- Follow through with any agreed actions and solutions immediately.

The Manager or CEO:

- Review the feedback provided and discuss with staff member who received it if necessary.

- Follow up the complaint until the matter is resolved and all parties are satisfied.
- For complaints which pertain to participant's details of the complaint will be entered into the HADSCO portal as required.

Staff members receiving feedback in writing will:

- Forward the feedback directly to the Manager of the area to which the feedback pertains or to the General Manager Services in a timely fashion even if the comments are not initially directed to that person.
- Follow through with any agreed actions and solutions immediately.

The Manager or Supervisor will:

- Review the written feedback and enter details into the feedback section on IRIS in a timely fashion.
 - Discuss the feedback with the Management and/or staff involved as appropriate.
 - Determine the action that is required. Where it is felt that the complaints or concerns have legal, media or political implications, the Chief Executive Officer should be alerted immediately.
- Then EITHER**
- Within five working days, respond in writing to the person who made the complaint/comment, explaining what action can be taken and how long this will take.
 - Update the details in Complaints Register and attach any written response in Complaints Register
- OR**
- Make personal contact by telephone with the person and follow the steps for personal contact.
- AND**
- For complaints which pertain to participants details of the complaint will be entered into the HaDSCO portal as required.

Severity of the Complaint or Concern

Sometimes complaints or concerns are so serious that they must be reported to a Manager immediately. For example, these may relate to abuse and/or neglect of participants or staff, misappropriation of money, drug use or other matters which have the potential to hurt participants or staff if immediate action is not taken. The staff member to whom these sorts of complaints are made must use their judgement as to whether they should immediately telephone their Manager to deal with the situation.

Sometimes complaints or concerns have legal, media or political implications. If this is the case the Chief Executive Officer should be alerted immediately.

Where the complaint comes from, or has been made to, the office of the Minister for Disability or the Disability Services Commission, both the General Manager Services and the Chief Executive Officer must be advised.

Complaints about specific staff

Complaints about specific staff should be dealt with in the same manner as all other complaints, and the manager must provide a copy of the complaint to Management. Where the complaint requires disciplinary action, this should be dealt with in accordance with the procedure – “Discipline and Termination” -

Personal contact (face to face or telephone)

Staff should demonstrate a positive manner and be receptive to all ideas, compliments, suggestions, comments and complaints made to them.

Where the matter is resolved immediately

Where the matter is resolved immediately this must be recorded in the appropriate section of the feedback complaints register.

Where a Matter is not resolved immediately

Where the matter is not resolved immediately, Management must:

- Identify all the issues.
- Have all the facts at their disposal.
- Determine the action that is required adhering to District 360 Supports' Policies and Procedures and taking into account duty of care obligations.
- Write an action plan to address the issue.
- Determine whether the severity of the complaint necessitates Management being advised.
- Advise the complainant of progress within 7 days.

Following up ideas, compliments, suggestions, comments and complaints

At times the feedback may involve input and support from others at District 360 Supports. The Manager receiving the feedback may involve other members of the organisation for advice, suggestion and solutions.

Where a Matter Remains Unresolved for One Month the manager shall advise Management or Board of Directors of the matter and the progress towards resolution.

Service improvement

Management will ensure that any service improvement outcomes as a result of feedback are implemented and incorporated into relevant procedures if required.

Reporting and analysis

Complaints which relate to participants must be entered by the Manager or Management into the HADSCO portal as required and ensure that all information is accurate in July of each year for reporting purposes. Reports can be exported and analysed in detail to determine trends.

Management must bring all feedback and their trend analysis to the General Management Group meeting on a monthly basis and to the Board on a bi-monthly basis.

4. Responsibilities

It is the responsibility of each employee to ensure that they remain informed regarding District 360 Supports procedures which impact upon their duties, and to work within them.

5. Continuous Improvement

All District 360 Supports employees are encouraged to provide feedback on this procedure to their supervisor, to ensure that it remains relevant and continues to reflect the actual manner in which activities are undertaken.

6. Other relevant District 360 Supports policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 Supports policies, including;

- Safeguarding Policy
- Code of Conduct Policy
- Duty of Care Policy
- Privacy and Confidentiality Policy

Relevant Forms;

- Participant Service Feedback and Complaints Form

7. More information

If you have a query about this policy or need more information, please contact the management team at info@district360.com.au

8. Review details

This policy was adopted by District 360 Supports on 11th November 2019

Last updated: 24 March 2021 by Tanya Johnston

Next review date: 24 March 2022