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## **FEEDBACK and COMPLAINTS MANAGEMENT PROCEDURE**

<b>Policy context:</b> This procedure relates to	
Legislation or other requirements	<p>NDIS Complaints Management and Resolution Rules 2018</p> <p>Health and Community Services Complaints Act 2004 (SA)</p>
Contractual obligations	Customer Service Agreements

### **Procedures**

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) values all feedback and complaints as they drive the cycle of continuous improvement and allow the organisation to continue to improve its service model. EL and LAAS operates in an environment of open disclosure which includes listening to the Customer/Client's experience of what happened and explaining the steps the organisation has taken to prevent it happening again. Open disclosure typically includes an apology and factual explanation of events.

In responding to a complaint, EL and LAAS will use the Four A's of successful resolution. The approach recognises that people who make a complaint are generally seeking one or more of these four outcomes:

- Acknowledgment
- Answers
- Action
- Apology

EL and LAAS employees will be responsible for ensuring that Customer/Client, family member, partner, independent advocate, stakeholder, employee or member of the public are informed of what they can expect from their service and how they may provide feedback. Information will be provided to Customers/Clients in writing during their onboarding process, with assistance available to answer questions and explain the process in detail.

### **Responsibilities**

All employees are responsible for ensuring they are familiar with the process for a Customer/Client, family member, partner, independent advocate, stakeholder, employee or member of the public to provide feedback or make a complaint to the organisation.

Lifestyle Attendants/Support Workers are responsible for:

- accepting and reporting informal feedback back to Service Delivery if working for

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EL or the GM of Services & Accommodation if working for LAAS

- offering to assist in providing formal feedback/complaint through the process that the complainant is most comfortable with
- assisting complainants in reporting a complaint to the NDIS Commission or other appropriate body

Service Delivery Officers, Customer Relations Officers and Support Coordinators are responsible for:

- advising complainants of their right to submit a formal feedback/complaint and assist them in this process
- advising complainants of their rights to report a complaint to the NDIS Commission or other appropriate body and assist them in this process
- ensuring any formal feedback/complaint provided is recorded and forwarded to Quality and Engagement Officer

Quality and Engagement Officer is responsible for:

- Maintaining and managing files, data bases or systems used for recording and collating feedback and complaints.
- Assigning the management of the feedback/complaint to the appropriate person
- Monitoring the feedback/complaint process is engaged in and followed
- Recording the resolution of a feedback/complaint and closing the record in the register when all actions are complete
- Preparing a report on all feedback received, analysing information from these feedback and complaints and preparing a report fortnightly to management who will take appropriate action as required.

Investigation of matters regarding the feedback or complaint will be handled by the most appropriate manager depending the parties involved in the complaint:

- A complaint about an employee will be managed by the Human Resources
- A complaint about a Customer/Client or their services will be managed by the GM Accommodation & Services
- A complaint about a senior staff member or manager will be handled by the Chief Operations Officer
- A complaint regarding the Chief Executive Officer will be managed to the Board or Board Chairperson

## **Collecting feedback and complaints**

A Customer/Client, family member, partner, independent advocate, stakeholder, employee or member of the public may provide feedback or a complaint by:

- Completing the readily available online feedback form
- Submitting a feedback form via email to the appropriate employee (available through the intranet or upon request)
- Verbally with the assistance of EL by phoning (08) 8340 2000 or LAAS by phoning (08) 8584 6569
- Through a representative who can use any of the methods stated above

Anonymous feedback or complaints can be made in writing or verbally, with or without a representative. Anonymous feedback or complaints will be treated equally in process and outcomes to any other feedback or complaint.

The organisation will seek to directly solicit feedback and complaints from Customers/Clients by means of Customer/Client wellbeing calls, through publications such as newsletters and internal correspondence, and by making individual requests when applicable.

## **Resolving feedback and complaints**

All feedback and complaints must be:

- Be acknowledged within 2 business days of receipt
- Actioned within 7 business days of receipt
- Investigated by the appropriate manager or executive officer
- Include consultation with the complainant and other affected parties on resolution of the feedback/complaint
- Ensure feedback/complaints are closed out within 14 days of lodgement
- Advise the complainant where a longer timeframe is required to resolve the feedback/complaint
- Be recorded in detail including the results of any investigation or actions taken

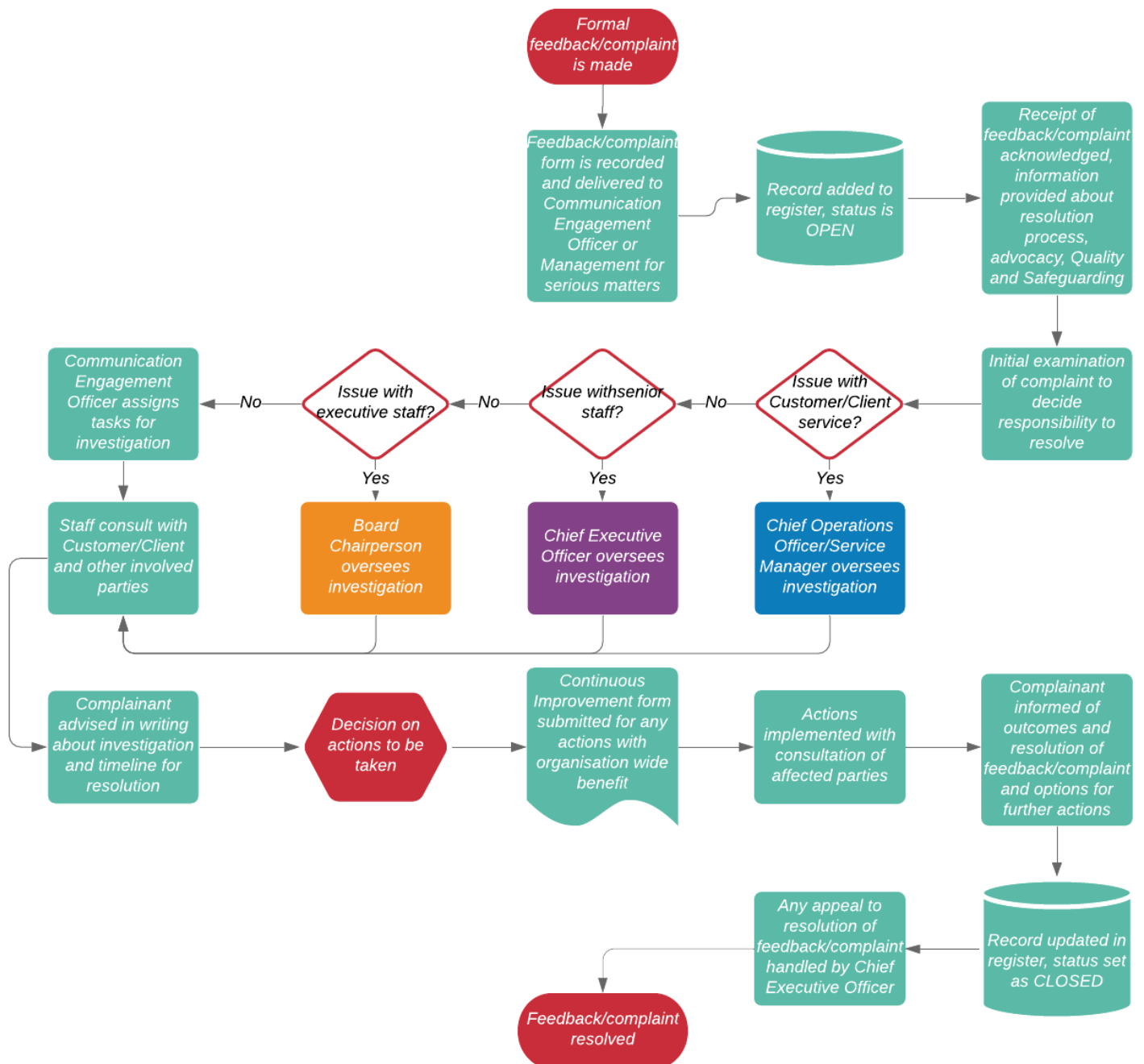
Steps will be taken to consult with and ensure that the complainant, or Customers/Clients affected by the feedback or complaint, is are not penalised or adversely affected as a result of providing feedback or a complaint.

For process see flowchart on next page.

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### Feedback and Complaints Flowchart



### **Appealing decisions made**

The initiator of the feedback or complaint has the right to appeal the outcome of any decisions and seek reconsideration. The appeal can be raised verbally or in writing and will be referred to the Chief Operations Officer or Chief Executive Officer for reconsideration of the actions taken.

If the appeal requires action or clarification by the Board then the Chief Executive Officer will raise the appeal with the Board at the next available opportunity.

The initiator, if still dissatisfied, may make a formal complaint to the NDIS Commission to seek recourse. Information on how to make a complaint to the NDIS Commission is available from Q269 – Feedback and Complaints Management Policy, Service Delivery and Customer Relations Officers, or in literature provided during Customer/Client onboarding.

### **Using feedback and complaints for service improvement**

Feedback and complaints received by the organisations can also initiate an improvement. Where this occurs the feedback/complaint form will be copied, filed and actioned in accordance with the continuous improvement process and records maintained to show the connection from the feedback/complaint to the continuous improvement actions taken.

All results from feedback and complaints will be reviewed by the Quality and Training Manager (EL), the Operations Manager (LAAS), the Chief Executive Officer and the Continuous Improvement Committee; which will be used to:

- inform service planning by including a review of feedback and complaints in all service planning, monitoring and evaluation activities
- inform decision making by including a report on feedback and complaints as a standard item on staff and management meeting agendas
- contribute to the continuous improvement of the organisation as a whole

### **Record keeping**

A register of feedback, complaints and appeals will be kept in a register maintained by the Quality and Engagement Officer. The register will record the following for each complaint or appeal:

- Details of the complainant and the nature of the feedback or complaint
- Date lodged
- Any action(s) taken to resolve and the outcome

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- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

All correspondence will be retained in a secure directory.

The feedback and complaints register, and files will be confidential, and access is restricted to senior management and the Board.

These records must be kept for 7 years from the day the record is made.

A regular review of feedback, complaints and appeals data will be performed by the Quality team to identify any trends, and where required report to management recommending:

- specific remedial action
- inform service planning by including a review of feedback, complaints and appeals in all service planning, monitoring and evaluation activities
- inform decision making by including a report on feedback, complaints and appeals as a standard item on staff and management meeting agendas

## Documentation

Documents related to this policy	
Related policies	Q269 – Managing Complaints Policy Q241 - Customer Feedback Policy Q102 - Customer Rights and Service Charter
Forms, record keeping or other organisational documents	Q269a - Complaint Register