

**Q269**

## **FEEDBACK and COMPLAINTS MANAGEMENT POLICY**

### **Policy Statement**

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to ensuring that any person or organisation using its services or affected by its operations has the right to provide feedback, lodge a complaint, appeal a decision of the organisation and have their concerns addressed in a manner that ensures access to services, procedural fairness, accountability and transparency are all maintained.

A positive attitude towards complainants and a commitment to resolving complaints will create a noticeable improvement in Customer/Client satisfaction. Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) uses the Australian Open Disclosure Framework to provide an environment of open disclosure for managing and resolving Customer/Client complaints.

Open disclosure is a Customer/Client right, and a legal obligation under Part 3 of Health and Community Services Complaints Act 2004 (SA) which includes a Charter of Health and Community Services Rights (the HCSCC Charter). The HCSCC Charter of Rights states that any incidents involving consumers are managed openly to ensure improvements.

This document complies with NDIS 2018, standard 2.5 Feedback and Complaints Management, and ACIS 2018, section 2.5 Complaints Management. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

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

### **Principles**

EL and LAAS will:

- give all feedback/complaints equal consideration without prejudice
- keep the system of making a complaint or providing feedback simple and provide assistance and support as required
- ensure access the independent advocates in accordance with Q115 - Providing Customer Advocacy and Support Policy

<b>Q269</b>	<b>FEEDBACK and COMPLAINTS MANAGEMENT POLICY</b>
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- advise the complainant and all effected Customers/Clients of their right to submit a complaint to the NDIS Commission or other appropriate body and provide any support required to do so
- treat all parties with respect, recognising that the issue raised is important to the person reporting it
- maintain confidentiality of parties involved, keeping identifying information of the complainant private while working with those directly involved in the matter and its resolution
- provide a process for anonymous feedback and complaints to be submitted and protect the anonymity of any complainant who wishes to remain anonymous
- resolve any issues raised in feedback or complaints, where possible, to the satisfaction of the complainant
- respond to and resolve all feedback and complaints in a timely manner
- keep involved parties informed of all decisions made and actions undertaken in relation to the feedback or complaint
- keep parties to the feedback or complaint informed of progress in reaching a resolution
- ensure all employees, service users, members, stakeholders and Board members are aware of the complaints policy and procedures
- ensure that a complainant, or Customer/Client affected by the feedback or complaint, is not penalised or adversely affected as a result of providing feedback or a complaint
- ensure that feedback and complaint data (both positive and negative) is recorded and considered in organisational reviews and incorporated into the continuous improvement process

### **Providing Feedbacking or making a complaint to EL or LAAS**

Any Customer/Client, family member, partner, independent advocate, stakeholder, employee or member of the public may provide feedback or a complaint in regard to services provided by EL or LAAS.

EL and LAAS provide several options for submitting feedback/complaints:

- Over the phone, call Service Delivery on (08) 8340 2000 and request to provide feedback or a complaint to our Service Delivery Officer
- By email, send an email to [feedback@enhancedlifestyles.com.au](mailto:feedback@enhancedlifestyles.com.au) or

<b>Q269</b>	<b>FEEDBACK and COMPLAINTS MANAGEMENT POLICY</b>
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feedback@laas.com.au with as much information as you can provide, including date, time and location of any events where possible.

- Submit a physical form, either in person at our office or by request we can post out a print copy of our feedback for which can be mailed back to:

Enhanced Lifestyles  
2 Arlington Terrace,  
Welland, SA 5007

- Online form on the Enhanced Lifestyles website ([www.enhancedlifestyles.com.au/contact/feedback/](http://www.enhancedlifestyles.com.au/contact/feedback/)) or the LAAS website ([www.laas.com.au/contact/feedback/](http://www.laas.com.au/contact/feedback/)) which is publicly accessible and can be submitted anonymously

### **Making a complaint to the NDIS Commission**

You can make a complaint to the NDIS Commission by:

**Phone** on 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

**National Relay Service** and ask for 1800 035 544.

**Online Form** available at <https://www.ndis.gov.au/contact/feedback-and-complaints>

### **Confidentiality**

All information provided in feedback or complaint is considered confidential and protected under EL and LAAS confidentiality policy and only disclosed when required to by law.

### **Training**

All employees of EL and LAAS are required to understand and comply with this policy and the accompanying Feedback and Complaints Management Procedure. Training will be provided as part of employee onboarding to inform the employee of their role and responsibilities in regard to handling of feedback and complaints.

### **Review**

The Feedback and Complaints Management system will be reviewed annually to ensure that it complies with legislative requirements and meets the needs of the organisation. This review will be conducted by the Quality team and will include:

- Q269 Feedback and Complaints Management Policy
- P269 Feedback and Complaints Management Procedure

<b>Q269</b>	<b>FEEDBACK and COMPLAINTS MANAGEMENT POLICY</b>
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- QF241B Feedback Form
- Feedback and Complaints register
- Accessibility

Customers/Clients will be consulted as part of this process to identify any barriers to accessibility. The Continuous Improvement process will then be used to implement changes to resolve these barriers.

### Documentation

Documents related to this policy	
Related policies	Q241 - Customer Feedback Policy Q102 - Customer Rights and Service Charter Q115 – Providing Customer Advocacy and Support Policy
Related procedures	P269 – Managing Complaints Procedure
Forms, record keeping or other organisational documents	Q269a - Complaint Register QF241B – Customer Feedback Form