

Complaints and Feedback

Policy Details

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Purpose

Rise welcomes and takes seriously all complaints and feedback so as to effectively manage dis-satisfaction with service delivery and to inform continuous improvement of our services.

This policy applies to all staff receiving or managing complaints from stakeholders other than Rise staff themselves.

Note: for staff grievances refer to the Staff Grievances and Dispute Resolution Policy.

Policy

Rise will provide a complaints and feedback process that:

- facilitates complaints by cultivating a supportive and respectful environment in which they can be made
- is simple, accessible and easy to use
- is effectively communicated and promoted to all clients and stakeholders in a way that they can understand, is procedurally fair and follows principles of natural justice
- ensures open, honest discussion when something goes wrong that has harmed or had the potential to cause harm to a client
- maintains confidentiality of all parties involved, keeping any information private to those directly involved in the complaint and its resolution. Information will only be disclosed if required by law, or if otherwise necessary to ensure safety of the people involved, or to investigate or resolve the complaint
- ensures support and assistance is available to clients to make a complaint and throughout the complaints handling process, resolves complaints, where possible, to the satisfaction of the complainant
- deals with all complaints in a timely manner, by acknowledging receipt within 24 hours of receiving the complaint, and aims to resolve the complaint within 10 working days of the complaint being received
- provides open and honest feedback to the complainant about the investigation and resolution of their concern
- ensures a complainant is not penalised in any way, or prevented from use of services or carrying out their usual business during the progress and investigation of an issue
- ensures feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements
- refers or notifies complaints to relevant external bodies in accordance with legislative requirements and service standards

All people we support will be informed of their rights and responsibilities with regards to complaints and appeals at

the earliest possible stage of their involvement with our organisation. Rise will provide this information in a way that is accessible.

Making a complaint

A person or organisation wishing to make a complaint may do so online, in writing or verbally to:

- the staff member they were dealing with at the time
- the line manager of that staff member
- a Rise Manager, Director, or the CEO
- the Health and Disability Services Complaints Office, on 1800 813 583
- the NDIS Quality and Safeguards Commission on 1800 035 544
- the Aged Care Quality and Safety Commission on 1800 951 822
- WorkSafe on 1800 678 198
- any other funding or regulatory body as appropriate

Rise has in place a range of methods to ensure the effective communication of complaints and feedback including hard copy forms, telephone numbers, email and electronic forms.

Staff can support clients to make a complaint and/or make the complaint on their behalf.

Cooperation in external investigations

If any person makes a complaint about Rise to an external body (including police or Ombudsman for example), Rise will fully cooperate in any investigation which may take place. This includes participating in early resolution, conciliation, and/or reporting to the body about resolution and corrective actions if required.

Disagreeing with the outcome

Complainants or their advocates may ask for a review of the decision if they disagree with the outcome of a complaint. A request for review will be escalated within Rise to ensure independence from the original decision.

Record keeping

A register of complaints and feedback will be maintained in accordance with service standards and legislative requirements. There will be regular reporting to Rise Leadership Group and the Board. Trends in this information will inform continuous quality improvement.

Client Satisfaction Survey

Rise will conduct a Client Satisfaction Survey periodically and will use the feedback from this survey to identify quality improvement actions. Information about the feedback received, and the actions we take in response, will be communicated to the people we support and other relevant stakeholders.

Procedure

The Rise procedure for complaints management, including staff responsibilities for recording, resolution and reporting, is described in the ***Rise Complaints Procedure Manual***.

Breaches

Breaches of policy are serious and may result in disciplinary action up to and including termination of employment.



Cross reference to relevant policy

Privacy

Whistleblower

Staff Grievances and Dispute Resolution

Guidelines pertaining to this policy are

Rise Complaints and Compliments Manual

