

2.35 Complaints And Compliments

Effective Date: 29 September 2021
Version 4.0

Industry Standards

National Disability Standards: Standard 4

Attendant Care Industry Standards (2018): Level 1 Part 2.3, 2.5

NDIA Practice Standards and Quality Indicators: Core Module 2.5

Purpose

Community Connections Australia (CCA) welcomes feedback (complaints, comments, compliments or suggestions) from the people receiving support, from their families and other significant persons. Both positive and negative feedback provides us with the opportunity to support the continuous improvement of our services and to open a free and positive dialogue that ultimately leads to the increased quality of services. CCA follows procedural fairness and natural justice.

Feedback can be made in a number of ways, including verbally, in writing or informally. Any feedback received by the organisation will be dealt with through the organisation's policy and procedure. When dealing with any feedback the organisation will ensure that they are culturally sensitive as this can increase the positive outcome for the person making a complaint.

Policy Statement

Any person receiving support has the right to raise, either informally or through a formal process, any feedback (comments, compliments or suggestions) concerns, complaints and disputes regarding the nature and quality of services provided. Any matters raised will be dealt with on an individual basis with the opportunity for the person to be involved in the resolution process. Any matters raised will be answered promptly and in full, the person will be informed as the matter is dealt with and there will be no negative consequences for the person raising the issues.

Scope

This policy applies to all current and potential people receiving services and to all CCA staff members.


Policy Principles

1. A complaint is when a person indicates that they have an issue with the quality or delivery of their services and are seeking resolution. Feedback is a comment or observation about a service that provides an opportunity for continuous improvement. A compliment is when a person indicates satisfaction and approval about their service.
2. Each person at the first point of contact is provided with accessible and culturally sensitive information on the organisation's complaints policy and processes.
3. CCA talks to people receiving support on a regular basis and people are encouraged to raise any concerns they may have about any aspect of their service through these informal contacts in the first instance so as to be able to identify and resolve issues before they escalate.

4. Other feedback mechanisms include surveys, service review meetings, formal meetings and on-site monitoring visits.
5. Each person has their right to choose a support person such as an advocate or other person and CCA will encourage their full participation in any complaints process.
6. Each person has the opportunity to nominate the person within CCA as the key contact regarding the complaint.
7. CCA is aware of the options available to people to raise complaints through a number of external agencies. It is committed to working with these agencies when necessary to arrive at a solution that meets the needs and wants of the person involved.
8. CCA handles all grievances and complaints in accordance with privacy principles.
9. There will be no victimisation or any other form of retribution or negative action taken against a person raising a complaint. The organisation will not assign blame or responsibility to a person who raises a complaint. The organisation is committed to fair and timely resolution of all complaints.
10. Each person is kept informed at all stages of their complaint, the decisions made about the complaint and the reasons for those decisions.
11. CCA actively encourages the person to be involved in the resolution of complaints so as to ensure that their own individual needs and cultural values are considered.
12. Complaints received on behalf of a child may be received from a number of sources and will be dealt with in accordance with the Children's Guardian Standards and practices.
13. CCA staff members are trained on good practice in complaints handling including ensuring that each complaint is handled independently.
14. CCA uses feedback, compliments and complaints as a means to improve service delivery via corrective actions and continuous improvement.

Prepared: 
(Chief Executive)

Date: September 2021

Approved: 
(Chair - on behalf of the Board)

Date: September 2021

Refer to CCA Table of Contents for related policies and procedures.

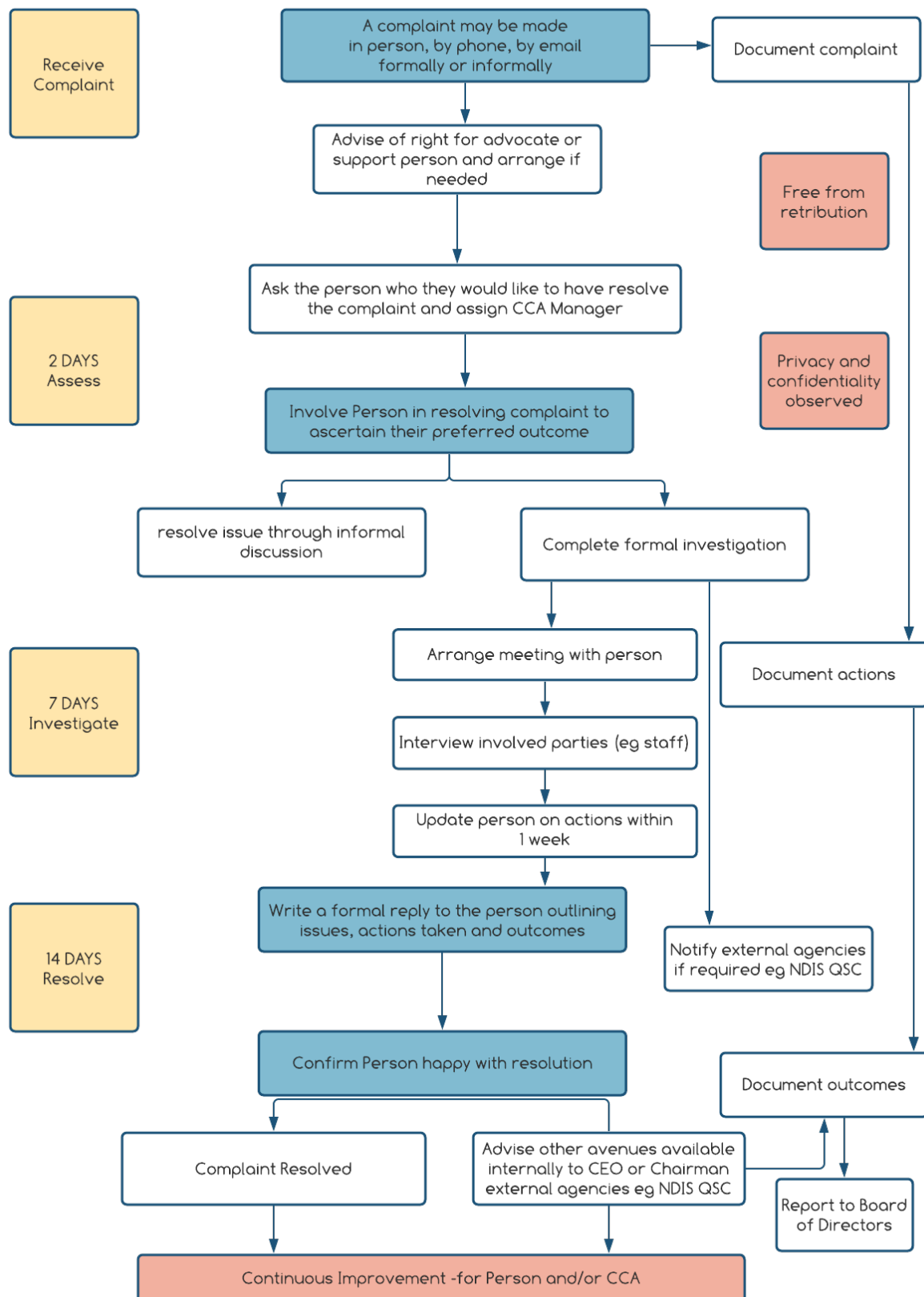
Document History

Note: Reviewed and rewritten policies and procedures took effect on 1st December 2016. For preceding policies and for revision history prior to this date, contact the Company Secretary.

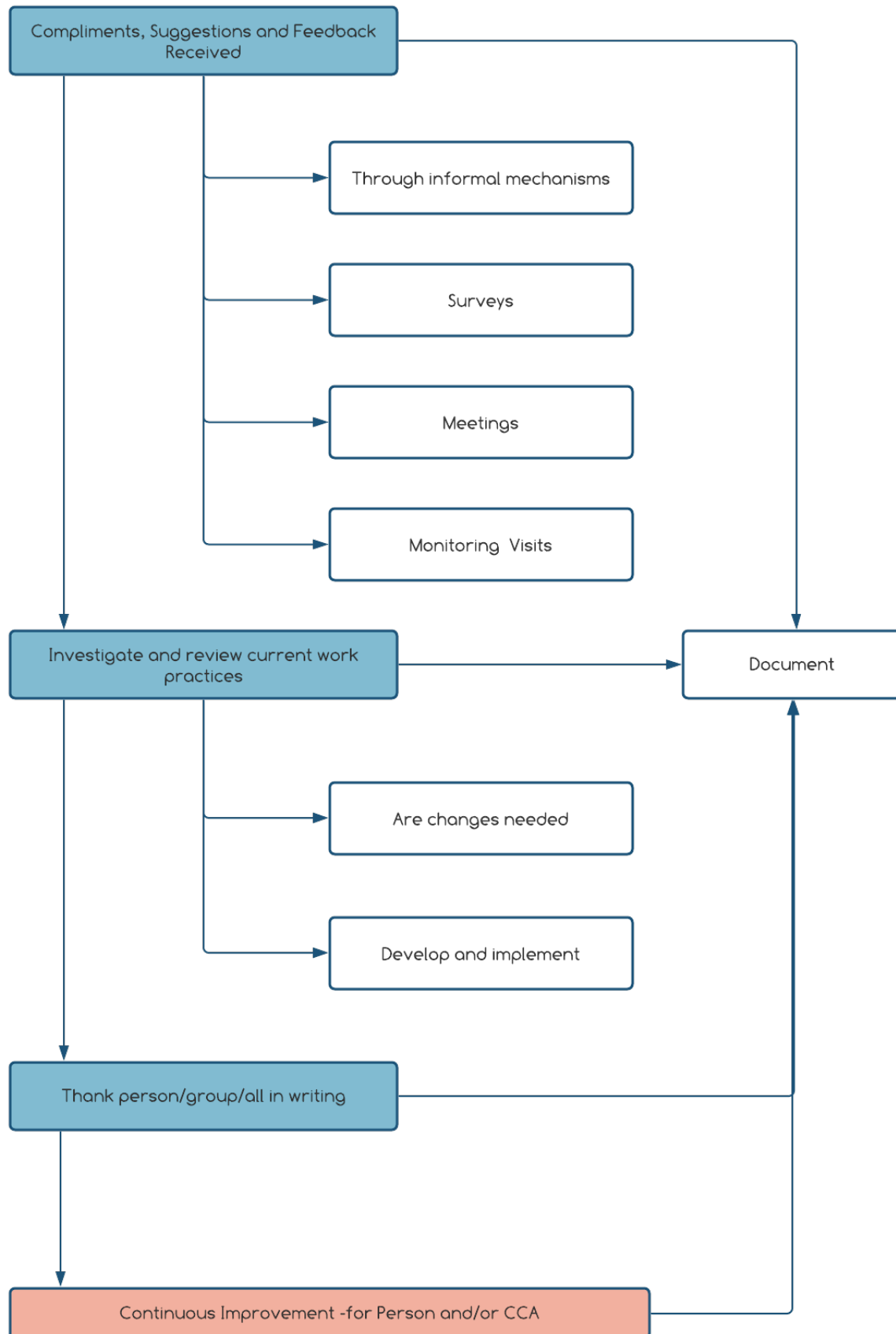
Version Number	Review Date	Revision Details
1	2016	Original Policy
2	2017	Document Review- NDIA standards
3	2018	ACIA 2018 and NDIA Standards referenced
4	2021	Revised policy statement and policy principles, inclusion of participation and inclusion principles (<i>previously 4.0 Overarching Policy</i>)

Next Review Date: October 2022

Complaints Flowchart



Compliments Flowchart



Suggestions and Feedback Flowchart

