

## FEEDBACK- Compliments, complaints and comments

### Policy Statement

Burke and Beyond are committed to providing high quality support and services, where participants, their families/carers, staff, visitors and the community are encouraged and enabled to participate in providing feedback to improve our services. Feedback whether a comment, compliment and/or complaint, provides opportunity to observe the quality of services and effectively assist in making improvements to the support and services provided.

### Objective

To provide an effective and efficient feedback mechanism which encourages and fosters openness, fairness, opportunity to learn and issue resolution. A process which affirms the person's right to provide feedback, especially a complaint or grievance, resolves the specific issue satisfactorily and facilitates the opportunity for the organisation to improve.

### Scope

The policy and procedure applies to all staff (including contract staff), students and volunteers, and covers all services and areas of operation in which Burke and Beyond undertake activities. It is inclusive of all forms of feedback which may occur through compliments, complaints, comments, satisfaction surveys, meetings, forums and other such mechanisms for raising feedback.

The procedure covers complaints/compliments provided by participants, their family/representative, staff on behalf of a participant, other agencies, stakeholders and members of the public. Any person providing a complaint/compliment has the right to withdraw their feedback at any time.

This policy and procedure does not cover grievances made by employees about issues related to their employment. These types of issues are managed through Human Resources, respective management and the relevant acts of legislation.

### Details

Burke and Beyond welcomes feedback as a means of continuously improving the quality of the services provided. It is important to recognise that any person providing feedback, complaint and/or compliment, whether a participant, their family/guardian/advocate; or a member of the public, has a right to do so without fear of harassment or retribution. All disputes and complaints will be handled in a professional, confidential and sensitive manner.

Burke and Beyond acknowledges that services may not always meet with everyone's expectations and that not all complaints raised can be resolved to the satisfactions of all involved.

### Definitions:

**Feedback-** Information sent to an entity (individual or group) about its prior behaviour or performance so that the entity may adjust its current and future behaviour to achieve a desired result. It is an ongoing, open two- way communication between two or more parties.

**Complaint-** An expression of dissatisfaction with the provision of a service or product, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected

**Compliment-** An expression of satisfaction and/or acknowledgement of service provision provided by a service, program area and/or staff.

**Grievance-** A perceived wrong, real or imagined which could lead to a complaint. Often these are easily resolved at time raised.

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**Comment-** A remark expressing an opinion or reaction on something which may not be considered a compliment and/or complaint. Often these are information regarding faults, misunderstandings and/or opportunities we can consider and look into.

### Procedure:

WHO	WHAT	WITH
All Staff	<ul style="list-style-type: none"> <li>• Prior to commencement and during service provision ensure participants, families and/or their carers are informed and have access to information regarding the feedback process</li> <li>• Provide information in a format that is suitable and understandable to them</li> <li>• Explain that complaints can be made anonymously but this may make it more difficult for the organisation to fully resolve</li> <li>• Clarify and re-enforce that by making a complaint this will not adversely affect them or the services provided to them</li> <li>• As necessary direct a person initiating feedback to complete a Suggestion and Improvement form, however other formats of written complaints/compliments are acceptable. Members of staff may complete the form on behalf of a service user if the service user requests this.</li> <li>• Where a grievance, complaints or compliments can be resolved locally and at the time initiated, take relevant actions and seek persons approval               <ul style="list-style-type: none"> <li>○ As required, direct complainant to the Disability Services Commissioner- Victoria</li> </ul> </li> <li>• If written feedback received, forward copy to Coordinator, Quality Advisor and as required make a copy for person</li> <li>• If a verbal complaint or compliment:               <ul style="list-style-type: none"> <li>○ Encourage/assist person to provide in writing</li> <li>○ If not wishing to provide in writing, seek permission to escalate/forward to management for action</li> <li>○ Explain that if feedback is of a serious nature staff may need to consult with/escalate to management regardless</li> </ul> </li> <li>• Where a service user or a representative requires assistance in providing feedback, staff may either directly assist, or direct the complainant to an external advocate or consumer representative. As required an interpreter, qualified AUSLAN interpreter/ tactile interpreter will be made available to a participant.</li> <li>• If completing a complaint or compliment on behalf of person, read back information recorded and seek approval from them prior to submission</li> <li>• Briefly explain the process for feedback management to person and/or their representative</li> <li>• Ensure appropriate privacy, confidentiality and any special requests of person are maintained</li> </ul>	Suggest. & Improve form
Coord.	<ul style="list-style-type: none"> <li>• Upon receiving feedback review seriousness, type and consider relevant actions to be taken</li> <li>• For complaints, acknowledge and clarify process to be taken with person within 5 working days of receiving complaint explaining:               <ul style="list-style-type: none"> <li>○ Thank you we have received your feedback</li> <li>○ We apologise for any inconvenience this has caused you</li> <li>○ We are looking into the matter and someone from Burke and Beyond will be in contact with you within 30 days to provide feedback</li> </ul> </li> <li>• Explain to person that any stage they may engage a support person to assist them with feedback</li> <li>• As relevant, examine and consult to ascertain events</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Ensure Quality Advisor received copy of feedback</li> <li>• If of a serious nature consult and forward copy to Client Services Manager</li> </ul>	
Quality Advisor/ Client Services Man.	<ul style="list-style-type: none"> <li>• In consultation with person, appropriate staff, management and as relevant external supports review feedback, circumstances and events</li> <li>• Provide support, lead the coordination of the feedback process and where an investigation undertaken, ensure investigator is independent of the issues raised</li> <li>• Escalate any serious feedback to CEO</li> <li>• As necessary engage internal and/or external supports to assist</li> <li>• Support and participate in any relevant actions to be taken</li> <li>• Ensure any improvements comply with the continuous improvement process and consider any effects or opportunities for other service areas</li> <li>• Within 30 days of complaint opening, verbally communicate outcomes of feedback with person and provide a letter to person outlining outcomes of actions taken. For serious feedback, these may need to be signed by the CEO</li> <li>• If complaint resolution exceeds 30 days, communicate and discuss with person and CEO</li> <li>• As appropriate, communicate outcomes with any relevant key stakeholders</li> <li>• Where required, ensure staff receive appropriate support and assistance</li> <li>• If a complaint does not reach an agreed resolution, consult with initiator to either develop amicable solution or provision of information regarding external supports available to access</li> <li>• As necessary, and within two months following closure, follow up with complainant to regarding their satisfaction with the process and whether any agreed actions have been adhered to</li> </ul>	
Quality Advisor	<ul style="list-style-type: none"> <li>• Log all complaints and compliments received on register and monitor any timelines for completion</li> <li>• Maintain Office of Disability Commissioner website complaints management data base</li> <li>• As requested, provide support and assistance with managing and coordinating feedback, any actions taken and/or resolution processes</li> <li>• Provide reports regarding feedback received and progress to completion</li> <li>• Ensure any improvements comply with the continuous improvement process</li> <li>• Securely store any feedback and ongoing investigation information received</li> </ul>	

### Requirements of the *Disability Act 2006*

In Victoria, the Disability Act 2006 requires disability service providers to implement an internal system for complaints management.

The Disability Act 2006 also provides the role of Disability Services Commissioner for people to make a complaint directly or if the complainant believes that a complaint has not been investigated appropriately or action taken by the provider. The commission is also available to provide advice on the options and actions available to people.

Burke and Beyond reports annually to the Disability Services Commissioner on the number of complaints received in Victoria and how these were dealt with. Additionally, Burke and Beyond has an appeals process (higher-level investigation) where the complaint cannot be resolved at a local level.

### **ADMINISTRATION:**

Continuous Improvement:	Improvements to this document can be made by completing a suggestion and improvement form, attaching any suggested amendments and forwarding to your manager and/or the Quality Advisor for review.
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Standards related to:	Human Service Standards- Empowerment National Disability Standards- Feedback and Complaints				
External Reference Documents:	Victorian Department of Human & Health Service Standards. National Disability Standards Disability Commissioner's- "It's ok to complain" documentation				
Internal reference documents:	Quality policy Continuous Improvement procedure. Access, Planning, Provision and Review procedures.				
Position Approving Document:	Chief Executive Officer				
Position Responsible for Document	Quality Advisor				
<b>Approval Date:</b>	16/6/2015	<b>Issue date:</b>	16/6/2015	<b>Review Date</b>	June 2017