

QA-P003 FEEDBACK AND COMPLAINTS POLICY

1.0 INTRODUCTION

- 1.1 CORE Community Services (CORE) is committed to the provision of quality services to our customers and regards complaints as an opportunity to improve practices, policies and procedures in order to resolve customer concerns and improve our business.

2.0 PURPOSE

- 2.1 To ensure that CORE monitors information relating to customer perception, including client complaints. Complaints and feedback are monitored to identify whether CORE has met client requirements. CORE has developed a Feedback and Complaints policy and procedure to:
- 2.1.1 Ensure that methods for obtaining and using this information are determined
 - 2.1.2 Reassure clients that any complaints will be taken seriously, handled professionally and confidentially in order to achieve a timely resolution.
 - 2.1.3 Ensure that clients have a clear understanding of the steps involved in CORE's Feedback and Complaints handling Policy and Procedure (this document)
 - 2.1.4 Provide clients with contact details of public independent authorities who may assist in the event of a dispute or grievance.

3.0 SCOPE

- 3.1 Applies to all employees and all programs delivered by CORE

4.0 RESPONSIBILITIES






- 4.1 The Board is responsible for the development of this policy
- 4.2 The CEO and Management Team are responsible for implementing this policy
- 4.3 All employees and volunteers are to ensure they adhere to this policy

5.0 DEFINITIONS

CAR	Continual Improvement Action Request Form
Complainant	Including customers, youth participants, parents, clients stakeholders or any other person who has attended or had dealings with CORE Community Services
Complaint	An expression of dissatisfaction, made regarding policies, procedures, employees or the quality of the service delivered by CORE. Complaints can be made directly to CORE or the Government department relevant to the program or indirectly via the Commonwealth Ombudsman, a Cabinet Minister or Member of Parliament.
Non-Critical complaints	relating to not acting or adhering to documented policy guidelines and program requirements
Critical Complaints	Related to Serious allegations against CORE, such as verbal threats, discrimination, fraud, breaches of privacy, non-adherence to Workplace health and safety and sexual harassment/assault which requires notification to the relevant managerial levels with CORE Community Services and the relevant authorities.

Feedback	Can include compliments or positive statements from customers/clients/members of the public who believe the delivery of services provided were exemplary and exceeded their expectations. This can be for a program or specific employee.
Client	Participants, Customers, Community members, Children, Families and stakeholders are henceforth referred to as ' Clients ' for the practicality of this policy


6.0 REFERENCES

-  [QA-FORM 001 Feedback and Complaint Form](#)
-  [QA-FORM 002 Feedback and Complaint Investigation Form](#)
-  [QA-P001 Continual Improvement Policy](#)
-  [QA-FORM 003 Continual Improvement Action Request Form](#)
-  [QA- DOC 001 Continual Improvement Register](#)

7.0 POLICY STATEMENTS

- 7.1 This Policy requires CORE employees to ensure that the following are completed without delay:
- i. Upon registration, commencement or engagement with/into a CORE program or service, all clients are made aware of CORE's internal feedback and complaints handling process and their rights to take their complaint or grievance to the relevant Government Department (if appropriate) or via the Commonwealth Ombudsman, a Cabinet Minister or Member of Parliament.
 - ii. Complaints received will be given priority and consideration with full attention to gathering the specific details of the complaint
 - iii. Our objective is to provide a prompt response and amicable settlement.
 - iv. Resolution to any dispute between aggrieved parties will be addressed in an open and trusting environment
 - v. Matters may be resolved using appropriate mediation and dispute resolution strategies where appropriate
 - vi. All feedback to be logged within the **Continual Improvement Register** and processes implemented to achieve resolution are documented.
 - vii. All matters and complaints raised are used as opportunities for CORE and its employees to improve the service to clients and the general Community

8.0 FEEDBACK AND COMPLAINTS HANDLING

- 8.1 Clients are encouraged to present and discuss their complaint with the employee(s) that are delivering the service/program to immediately resolve the complaint
- 8.2 Any unresolved complaints are to be immediately brought to the Service Manager/Supervisor's attention
- 8.3 Where possible, clients will be asked to report their complaint in writing using  [QA-FORM 001 Feedback and complaints Form](#) in order for the complaint to be escalated, or if resolved, employees must ensure clients sign off their satisfaction with the resolution.

- 8.4 The Service Manager/Supervisor must advise the Quality Coordinator and Operations Manager of the existence and nature of the complaint (within 1 business day) and of any employee(s) identified within the complaint
- 8.5 Quality Coordinator will ensure that the details of the complaint are included on the continual Improvement register. [QA-DOC 001 Continual Improvement Register](#) as a complaint.
- 8.6 All complaints to be investigated within 2 business days of the complaint being made using [QA-FORM 002 Feedback and Complaint Investigation Form](#)
- 8.7 The Quality Coordinator will investigate the complaint through consultation with all parties involved whilst checking for procedural fairness in all administrative procedures
- 8.8 Interpreter and other communications services will be utilised as and when required
- 8.9 Clients can be represented by an advocate or a carer
- 8.10 The complainant has the right for the complaint to be handled confidentially, protected from retribution and the right to be supported by one person of their choice at any meeting taking place during the complaint process.
- 8.11 The Quality Coordinator in consultation with the Service Manager and/or Operations Manager or delegated representative will use mediation strategies that are culturally appropriate in response to the complainant where needed.
- 8.12 Complainant will be notified in writing within 2 business days of a solution being determined
- 8.13 Should the complainant be dissatisfied with the process or with the results of the feedback and complaints handling process the individual will be referred to the CEO or Operations Manager as escalation.

9.0 GOVERNMENT COMPLAINTS AND OR CRITICAL COMPLAINTS

- 9.1 Complaints forwarded directly from the government and/ or critical complaints involving inappropriate behaviour of employees (e.g. rudeness, discrimination or harassment) will be directed to the CEO and People and Culture Manager immediately and logged by the Quality Coordinator on the [QA- DOC 001 Continual Improvement Register](#)
- 9.2 The initial acknowledgement will be completed by the Quality Coordinator, detailing the likely action to be taken, this is to occur within 2 business days to the Government department who forwarded the original complaint.
- 9.3 Quality Coordinator will then work with the Services Manager to understand the actions leading to the complaint and decide on a course of action to be taken.
- 9.4 The Quality Coordinator is to ensure ALL complaints are finalised documented and resolutions communicated to the complainant or relevant government agency in a timely manner
- 9.5 Critical complaints and procedural changes from resolutions will be tabled at the next management meeting.
- 9.6 The CEO is responsible for reporting all critical complaints to the Board in a timely fashion.

10.0 FEEDBACK AND COMPLIMENTS

- 10.1 Where possible, clients will be asked to forward their compliments in writing on the QA-FORM 001 Feedback and Complaints Form including details from emails, or letters from the client.
- 10.2 The Manager is responsible for providing details of the compliment to the Quality Coordinator to add to the Continual Improvement Register
- 10.3 **NOTE:** original hard copies will be held in a client feedback folder on site in a secured area; and a copy will be stored on the client file stored in a secured location on the appropriate site.
- 10.4 The compliment will be tabled at the next Managers meeting

11.0 CUSTOMER SATISFACTION SURVEYS

- 11.1 In addition to monitoring client perception via complaints, client perceptions will be monitored by utilising an online survey tool. (such as Survey Monkey)
- 11.2 Surveys are conducted by the Marketing and Communications Manager yearly
- 11.3 Service Managers and Supervisors also conduct surveys throughout the year. These surveys will be analysed for trends and presented by the Service Manager at management meetings.

12.0 INVESTIGATION

- 12.1 Investigation of all complaints will follow the following process:
 - i. Assessment
 - ii. Investigation
 - iii. Weighing evidence
 - iv. Correcting Mistakes
 - v. Putting things right
 - vi. Respond
- 12.2 Investigation activities are to be recorded on [QA-FORM 002 Feedback and Complaints Investigation Form](#)

13.0 CONTACT INFORMATION FOR ALTERNATE COMPLAINT HANDLING BODIES:

- 13.1 **NSW OMBUDSMAN**
ADDRESS: LEVEL 24, 580 GEORGE STREET , SYDNEY NSW 2000,
Email nswombo@ombo.nsw.gov.au
General inquiries 02 9286 1000
Fax 02 9283 2911, Toll free (outside Sydney metro) 1800 451 524;
Telephone Interpreter Service (TIS): 131 450 (We can arrange an interpreter through TIS).
Website: <http://www.ombo.nsw.gov.au>

AGED CARE COMPLAINTS COMMISSIONER (for Clients over 65)

Contact Number: 1800 550 552; or

Online at: www.agedcarecomplaints.gov.au ;or

In writing to the commissioner: GPO Box 9848, Sydney NSW

Contact addresses for the NSW Ministry of Health

Street address

73 Miller Street
North Sydney NSW 2060
Australia

Postal address

Locked Mail Bag 961
North Sydney NSW 2059
Australia

Telephone

within Australia (02) 9391 9000
outside Australia 61 2 9391 9000

Fax

within Australia (02) 9391 9101
outside Australia 61 2 9391 9101

14.0 FAMILY AND COMMUNITY SERVICES (SOCIAL HOUSING)

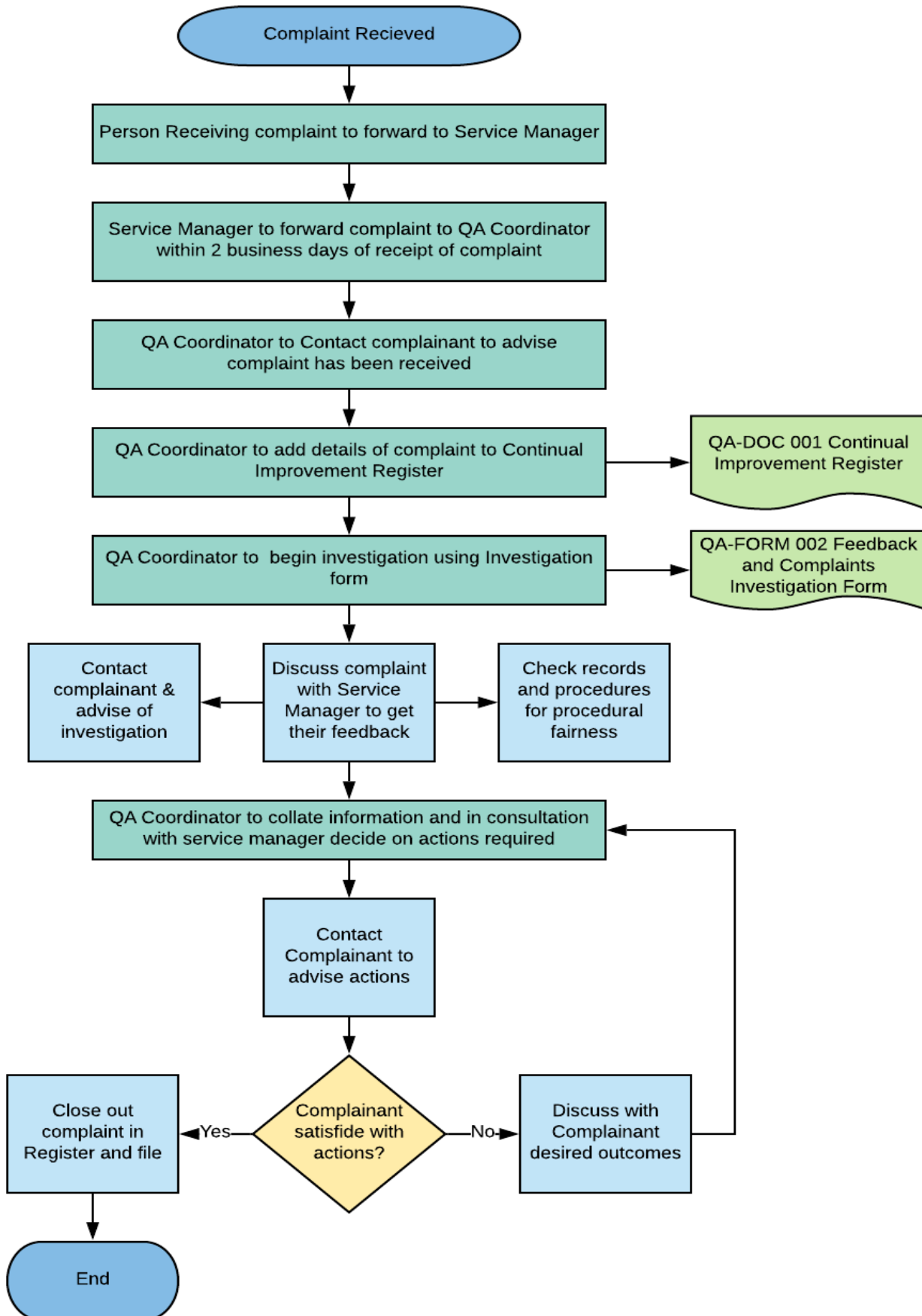
Housing Contact Centre (client feedback option)

1800 422 322 (8.30am to 4.30pm Monday to Friday)

feedback@facs.nsw.gov.au

Post: Client Feedback Unit, Locked Bag 7150, Liverpool BC 1871.

Alternatively, you can contact your local FACS Housing office. If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service.



15.0 POLICY INFORMATION

15.1 This policy will be reviewed every 2 years and the review will include Management, Employees and Interested Parties

CONTACT OFFICER	Quality Coordinator
Document Owner	CEO
Approval Authority	Board

VERSION	Version Comments	DATE APPROVED	APPROVED BY	Date of next Review
V1	Created	12/1/2015	Board	2018
V2	Updated process to describe complaint handling process will be completed by the Quality Coordinator to ensure complaints are handled in an efficient and without favouritism.	30/04/2019	Board	30/04/2021