



ORG-POL-013	COMPLAINTS AND FEEDBACK POLICY
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Applies to: All Staff
Specific responsibility: Consultants Roster Coordinator/s Managing Director

Version: 4.0
Date approved: 02/06/2016
Next review date: 29/12/2024

Policy context: This policy relates to	
Standards or other external requirements	NDS - standard 1 Home Care Standards - Standard 3 ACIA - Standard 2.5
Legislation or other requirements	Aged Care Act 1997 National Disability Insurance Scheme Act 2013 (cth) ACIS: 2013
Contractual obligations	Code of Conduct

POLICY STATEMENT

BACKGROUND

Homecare Australia is committed to providing a safe and respectful environment. Effective complaints processes help to ensure the appropriateness and safety of services and activities. People who use our services, or interact with us in any other way, are encouraged to provide feedback and have their comments utilized in planning the future directions of the service and improvements in skills and knowledge.



POLICY

Homecare Australia is committed to improving our services and activities in response to feedback and complaints. The feedback and complaints of clients, staff and community members, are valued and encouraged.

We are committed to following feedback and complaints procedures in a fair, respectful and timely manner, ensuring the individual or group providing feedback or making the complaint is fully informed of their rights and the outcome of their involvement. All complaints will be thoroughly investigated and referred to appropriate external bodies where necessary.

Homecare will provide support to those making a complaint where requested and ensure they feel safe. All complaints will be handled giving careful attention to confidentiality. Providing feedback or lodging a complaint will neither affect the right to receive a service, nor the quality of service provided.

PROCEDURES

1. Enabling Feedback

- All services will develop appropriate mechanisms to seek the views of people on the service they have received.
- Clients and anyone interacting with the services provided by Homecare Australia will be fully informed about the opportunities to provide feedback and the outcomes of their involvement.
- Each management area will develop practical methods to collect feedback which are provided with a variety of means of access to allow optimal participation.
- This feedback is to be used to inform future improvements, and is to be reported in?

2. Managing a Client Complaint

- A client expressing concern, about a staff member or the service, must be provided with information about their options, rights and responsibilities, as well as the policy and legal obligations of the department or requirements of the relevant funding bodies.
- Clients must be given information about the option to take complaints at any stage to external bodies (e.g. Office of the Health, and Community Services Complaints Commissioner, State Ombudsman, etc).
- All complaints will be investigated by senior staff.
- The complainant and any witnesses will be interviewed. If a staff member is involved, they must be interviewed as well as any witnesses they nominate.
- If the staff member is the subject of a complaint they must be informed of the complaint and where appropriate the matter will be dealt with utilizing Performance Management

processes.

- Management must register and monitor the number of complaints received for accountability purposes.

3. Complaints regarding criminal matters

- All complaints regarding criminal matters must be referred to the Managing Director and then to the external bodies for investigation.
- The Managing Director must be advised immediately.
- No internal investigation should proceed without consultation with the external body and a clear understanding established that Homecare Australia will proceed to deal with the matter unless otherwise negotiated.

4. Reporting of Complaints

a) Complaints from External Parties

Homecare Australia will record and report on compliance with procedures in dealing with complaints.

Clients:

- Negative Feedback is logged on client record as job feedback and actioned in the daily operations meetings.
- On receipt of a written and formal complaint, a summary of the complaint and proposed action will be entered in the Complaints Log.
- On completion of the resolution process the outcome will be entered into the Complaints Summary Report.

Other External Bodies:

- All complaints will be dealt with by the relevant person delegated to undertake that role.
- Notification of the receipt of a complaint will be made to the Managing Director within 5 working days of receipt of the complaint.
- Completion of the process of dealing with the complaint will be in consultation with the Managing Director.

b) Complaints Log

- Senior Managers and Care Coordinators must ensure that all complaints are logged.



- The local complaints log will be forwarded each month to the Managing Director at the Management Committee Meeting

c) Filing of Complaints

- Sensitive Files:
Sensitive information that involves for example dealing with child protection matters, abuse of vulnerable persons or Sexual Harassment may be kept securely by the CEO. A note to the effect that such a file exists will be placed in the relevant client or staff file.
- General Complaints:
Records from complaints that are not specific to a client, staff member or Service will be filed in the Homecare Australia Office.
- Specific Complaints:
Information relevant to a client will be kept in the client file unless Clause 5.1 of this Policy has been implemented. Information relevant to a staff member will be kept on the Central Personnel File unless Clause 5.1 of this Policy has been implemented. Information relevant to a Service will be held in an area designated by the Managing Director.
- Systemic Complaints:

When action of a systemic nature is required, in response to a complaint, it will be noted on the Complaints Summary Report and assigned to the Managing Director. Each action will be assigned, a due date and reporting mechanism agreed. A current status copy of this report will be available to the Senior Management Team for monitoring.

REFERENCES

Home Care Packages Program Guidelines

Aged Care Act 1997

National Disability Insurance Scheme Act 2013 (cth)

DOCUMENTATION

Documents related to this policy		
Related policies	Client Rights Charter Service Delivery policies	MKT-DOC-001 SER-POL-001 to SER-POL-026
Forms, record keeping or other organisational documents	NDIS Sign Up Procedure Plan and Self Management Procedure Client Sign up Procedure Client Complaints and Feedback	SER-DOC-001 SER-PRO-008 SER-DOC-011 SER-DOC-016 & SER-DOC-018

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 3 Years	Quality Manager/Managing Director	Managing Director

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	02/06/2016	Managing Director	02/06/2017
2	02/06/2017	Quality Manager	02/06/2019
3	29/12/2019	Managing Director	29/12/2021
4	29/12/2021	Managing Director	29/12/2024

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