

Complaints and Other Feedback Policy



Parent document: Camden Community Centre Incorporated Constitution

Policy category: Operational

Policy owner: General Manager

1. Policy Statement

We welcome and value complaints and other feedback on our programs, services and facilities. The information we receive through complaints and other feedback helps us to solve problems, improve the quality of our services and programs and strengthen things that we are already doing well.

2. Purpose

The purpose of this policy is to establish an approach to complaints and other feedback which is fair and transparent and contributes to the quality of our services, programs and facilities.

3. Scope

This policy applies to all staff (employees, volunteers and contractors) and all feedback provided by clients about our programs, services and facilities.

4. Definitions

Complaint	A specific expression of dissatisfaction with Centre services, programs or facilities made by a client, the carer of a client or by someone speaking on behalf of the client.
Complainant	The person making the complaint – this may be the person who receives a service from us or participates in one of our programs, a carer or other person contacting us on behalf of a client.
Compliment	A specific expression of satisfaction with Centre services, programs or facilities made by a client or a carer or other person contacting us on behalf of a client.

5. How to Provide Feedback

Clients of our Centre, or their spokesperson can provide feedback about our services, programs and facilities by any of the following methods:

- in person
- by phone
- in writing by email or letter
- through our website.

Clients do not have to use a form or particular format to provide feedback.

Clients may provide feedback anonymously, however this may restrict how we are able to respond to it.

6. Managing Complaints

6.1 Initial Response

We will respond to complaints within 5 business days of the day we receive them.

6.2 Record Keeping

We will record complaints:

- in the client's file for clients who have files – for example aged care and National Disability Insurance Scheme (NDIS) clients
- in a Centre general feedback folder for clients who do not have files
- in the Complaints and Other Feedback Register for all clients.

6.3 Processing

When we receive a complaint we will investigate the circumstances surrounding it, and obtain more information from the complainant if necessary

We will contact the complainant within 5 business days to either:

- provide an update on progress, or
- inform them of the resolution of the complaint.

We will resolve the complaint within 10 business days of the date of receipt, unless circumstances beyond our control (for example we're not able to get in touch with the client) prevent resolution within that time.

6.4 Final Recording

The staff member responsible will:

- record the Centre's response to the complaint in the Complaints and Other Feedback Register
- record the Centre's response to the complaint in the client file or general feedback folder as appropriate.

6.5 Internal Review

If a complainant is not satisfied with the management or resolution of their complaint they can ask us to conduct a review. The General Manager will appoint a person to conduct the

review and advise the complainant of the result, usually within 10 business days of the date we receive the request.

7. Managing Other Feedback

Clients or carers may provide us with feedback other than complaints, such as compliments about a service, program, facility or staff member or suggestions for change and improvement.

We will:

- record the feedback in the **Complaints and Other Feedback Register**
- pass the feedback on to the staff member(s) responsible for the service, program or facility.

8. Continuous Improvement

Where a complaint or other feedback reveals that improvements can be made to our approach, systems or processes, we will identify improvement actions and record them in the **Continuous Improvement Register**.

9. Information to Clients

9.1 Publicising the Process

We will include information about how clients can lodge a complaint or provide other feedback:

- on our website
- in the information packs we provide to clients.

9.2 Aged Care Complaints

If a client receiving aged care services from us or their carer, makes a complaint we will inform them that they can also make a complaint to the Aged Care Quality and Safeguard Commission if they wish.

9.3 National Disability Insurance Scheme (NDIS) Complaints

If a client receiving NDIS services from us or their carer, makes a complaint we will inform them that they can also make a complaint to the NDIS Quality and Safeguard Commissioner if they wish.

10. Delegations

There are no delegations established by this policy.

11. Relevant Legislation, Policies, Procedures and Other Documents

11.1 Legislation

Aged Care Act 1997 (Commonwealth), specifically the Aged Care Quality Standards
Disability Discrimination Act 1992 (Commonwealth)
Health and Community Services Complaints Act 2004 (South Australia)
National Disability Insurance Scheme Code of Conduct

11.2 Policies and Procedures

Complaints and Other Feedback Management Procedure
Quality and Compliance Policy

11.3 Other Documents

Australian Service Excellence Standards (Department of Human Services South Australia)
Complaints and Other Feedback Register
Continuous Improvement Register

12. Document History

Version No.	Version Date	Next Review Date	Approved by	Summary of Changes
5	31/3/22	31/3/24	General Manager	Policy re-written Name changed from Complaints Policy to Complaints and Other Feedback Policy Now covers requirements from Aged Care Quality Standards and Australian Service Excellence Standards
4	12/2017	12/2020	CEO	Not recorded
3	6/2013	6/2015	CEO	Not recorded
2	6/2011	6/2013	CEO	Not recorded
1	Not recorded	Not recorded	Not recorded	Document created