



Subject: Feedback and Complaints

Policy No: NS4-1

Disability Standard: 4 – Feedback and Complaints

Purpose

To provide a framework for addressing issues raised by complainants and enabling timely and systematic response. Our complaints framework is in line with relevant legislation and regulations, and is designed to lead to improvements in service delivery.

Policy Statement

We are committed to creating an environment that encourages feedback and complaints from our clients and their families, friends, carers and advocates. We see positive and negative feedback as opportunities for service review and improvement.

Responsibility

There is no wrong avenue for a complaint to be raised. All staff are responsible for supporting complainants in accessing the complaints process.

The Complaints Coordinator is responsible for oversight of timely complaints handling.

The Senior Manager, Quality and Safeguarding is responsible for regular monitoring of feedback and complaints data.

Scope

This policy applies to all staff who may need to respond to a complaint.

Policy in Action

- Our framework is designed to ensure that:
 - Anyone has a right to complain or provide feedback
 - We have proactive ways of seeking feedback
 - A complainant is not disadvantaged because of raising a complaint
 - Staff are equipped to manage complaints and disputes, and every attempt is made to resolve issues at the local level
 - There is a timely response to complaints
 - The complaints process is clearly communicated and accessible
 - We offer a sincere apology when a person is unhappy with any aspect of our services
 - Complainants are supported to seek external review when they are dissatisfied with the complaint process/outcome

- Monitoring and analysis of complaints informs continuous improvement
- Staff are protected from complainants who create high levels of disruption or distress.
- Staff are encouraged to lodge feedback and complaints on behalf of clients/families by completing the [client feedback form](#) on the intranet.
- Feedback and complaints are used to inform continuous improvement to our services.
- Records related to complaints are maintained for at least 5 years, or as required by law.
- Staff wanting to raise a complaint about an internal matter should follow the [Grievance Procedure](#).

Definitions

(Note: Commonly defined terms are located in the [CPA Common Definitions](#). Any defined terms below are specific to this Policy and its related documents.)

Complaint

An expression of dissatisfaction with any support, service by CPA. This includes how a previous complaint was handled, for which a response or resolution is explicit or implicitly expected. A complaint can be related to any aspect of CPA business or services including CPA's processes.

Feedback

A comment, compliment or observation about a service where dissatisfaction is not expressed. Documented feedback can be used to inform continuous improvement initiatives.

Complaints resolution

The closure of the complaint to the complainant's satisfaction once all appropriate steps have been taken to respond to the issue which caused the complaint and identifying and addressing any contributing factors. Where the complainant is not satisfied with the outcomes, referral to external complaints bodies should be made. See [Making a Complaint Escalation Steps](#).

Customer

At CPA customers include the person accessing services or supports, parents/carers and family members, client advocates and third-party referrers such as support coordinators or clinicians.

Procedures/Forms/Appendices

NS4-1-Pr1	Assessing Complaints
NS4-1-Pr2	Logging and Managing Client Feedback/Complaints
NS4-1-Pr3	Making a Complaint – Escalation Steps
NS4-1-G1	Feedback and Complaints Guidelines
Online	Feedback Form (on CPA website - for complainants)
	Feedback and Complaints Procedure (for complainants)
	Feedback and Complaints Policy – Easy Read
	Feedback Form (on the Hub - for staff to log client complaints)

Related Policies and Further Reading

NS1-1	Rights
NS6-1-2	Conflicts of Interests
NS6-3-1	Code of Conduct
NS6-3-4	Good Working Relations (Grievance Procedure)
NS6-7-1	Marketing and Communications

NDIS Commission resources

For Customers: Video - [Understanding Complaints](#)
 Fact Sheet - [How to make a complaint](#)

For Providers: [Effective Complaint Handling Guidelines for NDIS Providers](#)

Websites

- Administrative Decisions Tribunal (NSW)
http://www.adt.lawlink.nsw.gov.au/adt/administrative_index.html
- Anti Discrimination Board of NSW
<http://www.antidiscrimination.justice.nsw.gov.au/>
- Australian Human Rights Commission
<http://www.humanrights.gov.au/>
- NDIS Family and Carer Support
<http://www.ndis.gov.au/families-carers>
- Office of the Australian Information Commissioner
<https://www.oaic.gov.au/>
- Information and Privacy Commission (NSW)
http://www.ipc.nsw.gov.au/privacy/ipc_index.html
- ACT Office of the Children and Young People Commissioner
<http://www.hrc.act.gov.au/childrenyoungpeople/>

Policy Owner	Chief Operating Officer
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Date for Next Review	
Related Legislation	Disability & Community Services (ACT) Human Rights Act 2004 ACT Human Rights Commission Act 2005 NSW Disability Inclusion Act 2014 NSW Disability Inclusion Regulation 2014 NSW Civil Liability Act 2002 NSW Community Services (Complaints, Reviews and Monitoring) Act 1993 – makes retribution a criminal act and details penalties that apply AS/NZS 10002:2014: Guidelines for complaint management in organizations

Revision History

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

Review Date	Revision Details
30/07/19	Updated Policy with definitions, link to new Guidelines document and updated links to more current reading resources
20/04/18	Updated policy to add responsibilities of Complaints Coordinator and Senior Manager, Quality and Safeguarding, and to add that staff are encouraged to log client feedback and complaints via the feedback form on the intranet. Added NS4-1-Pr3 Making a Complaint – Escalation Steps. Updated NS4-1-Pr2 Logging and Managing Client Feedback/Complaints to align with new complaints management system in the CMS. Updated NS4-1-Pr1 Assessing Complaints to align 'Actions Required' section with updated procedure (NS4-1-Pr2). Updated website references.
30/07/19	Added NS4-1-G1 Feedback and Complaints Guidelines. Updated NS4-1-Pr1 Assessing Complaints. Updated Complaints Procedure (for complainants) – on CPA website.
06/08/19	Updated NS4-1-Pr3 Making a Complaint – Escalation Steps to add reference to NDIS Q&S Commission in Step 5.