



Feedback and Complaints Policy

Model of Care Outcome: 1 – Upholding Human Rights



Purpose

This policy outlines the way CPA responds to complaints and feedback in a timely way. CPA follows the laws about NDIS complaints management. We listen to the complaints and feedback and aim to improve our services for the future.

Policy statement

In line with our [Model of Care](#), CPA welcomes feedback and complaints. We see issues raised as an opportunity to improve services for clients.

Everyone can make a complaint or provide feedback. You do not need to use our services to make a complaint or give feedback. You can also tell us if someone else has a complaint or feedback about our services.

We want to make our services better for everyone. If you tell us what you like or don't like about our services, we will listen to you and try to change things for the better.

Who is this policy for?

This policy is for clients who use CPA services, staff who work at CPA, and anyone who tells us what they think about our services.

Who is responsible for this policy?

All staff are responsible for helping people to provide a complaint or feedback.

The person who helps with complaints is called the Complaints Coordinator. They make sure that complaints are handled quickly and fairly.

The Senior Quality Manager checks the feedback and complaints we get and looks at the data regularly.

Policy in action

- This policy aligns with the CPA [Model of Care](#) framework. The Model of Care says how staff will provide services and supports to clients. It says:
 - Everyone has a right to provide a complaint or feedback
 - We ask people what they think and how they feel about our services and we listen to them.
 - We treat everyone with kindness and respect when they provide a complaint
 - We make sure a person is not disadvantaged because they provided a complaint.
 - We keep your information private and we don't tell anyone else unless you say it's okay or we have to by law.
 - You can provide a complaint or feedback without giving your name. We will look into the complaint or feedback as far as possible.
 - Our staff know how to help you if you give a complaint or feedback. They will try to solve the issue as soon as possible.
 - The way to provide a complaint to CPA is clear and easy to follow. CPA will act on complaints quickly, fairly and sensitively.
 - We say sorry when a person is unhappy with any part of our services.
 - If you are not happy about how CPA responded to a complaint, we can help you to talk to someone else outside of CPA.
 - Some people may make a complaint about CPA to a regulator. Like the NDIS Commission or Australian Competition and Consumer Commission (ACCC). If this happens, CPA will respond in a timely and appropriate way. We learn from what you tell us and we use this to make our services better for you and others.
- Staff can provide feedback and complaints on behalf of clients/families. They can fill in the [client feedback form](#) on the intranet.
- Staff are protected from anyone who provides a complaint who causes high levels of disruption or distress.
- We keep the information about your feedback for at least 7 years. Sometimes the law tells us how long we have to keep it for. We do this so we can remember what you said and what we did about it.
- If you work for CPA and you are not happy about something that happened at work, you can tell someone about it. You can follow the CPA [Grievance Procedure](#).

- CPA also has a [Whistleblower \(Protected Disclosure\) Policy](#). It says how people can raise any concerns about actions and behaviours at CPA that are dishonest, illegal or improper.

Definitions

(Note: The meanings of words that are used a lot at CPA are located in the [CPA Common Definitions](#). The words in the list below are new and are only used in this policy and the other documents that are part of this policy).

Complaint

A complaint is when you are unhappy with something that CPA did or did not do for you. You can also provide a complaint if you did not like how CPA handled your previous complaint. You can give a complaint about anything that has to do with CPA's services, supports or business.

Feedback

Feedback is when you tell CPA something that you like about their service. Feedback may be a comment, compliment or observation. Feedback can help CPA do better in the future.

Complaints resolution

When a complaint is closed. The person who provided a complaint agrees the complaint has been dealt with. All the steps have been taken to respond to the complaint. Any contributing factors have been identified and addressed. When the person who provided the complaint is not happy with the outcome, referral to external complaints bodies can be made. See [Making a Complaint - Escalation Steps](#).

Customer

At CPA customers are the people who use our services or need our help, their parents/carers and family, people who stand up for them or help them choose, and people who tell them about us like support coordinators or doctors.

Documents that are part of this policy

Guidelines

[Feedback and Complaints Guidelines](#)

[Feedback and Complaints Policy – Easy Read for Clients](#) (on CPA website)

Procedures

[Assessing Complaints](#)

[Logging and Managing Complaints](#)

[Making a Complaint – Escalation Steps](#) (on CPA website)
[Complaints Procedure \(Information for complainants\)](#) (on CPA website)

Forms

Online [Feedback Form](#) (on CPA website - for complainants)
[Feedback Form](#) (on The Hub - for staff to log client complaints)

Posters

[Feedback and Complaints Poster](#)

Practice Guides

[Feedback and Complaints Practice Guide](#)

A copy of this policy is available on our website at <https://cerebralpalsy.org.au/who-we-are/policies/>.

Related policies and further reading

[Upholding Human Rights Policy](#)
[Client Incident Response, Reporting and Investigation Policy](#)
[Conflicts of Interest Policy](#)
[Code of Conduct Policy](#)
[Good Working Relations Policy](#) (Grievance Procedure)
[Marketing and Communications Policy](#)
[Information Management Policy](#)

NDIS Commission resources

For Customers: Video - [Understanding Complaints](#)
Fact Sheet - [How to make a complaint](#)
For Providers: [Effective Complaint Handling Guidelines for NDIS Providers](#)
[NDIS \(Procedural Fairness\) Guidelines 2018](#)

Websites

- [NSW Civil and Administrative Tribunal \(NSW\)](#)
- [Anti-Discrimination NSW](#)
- [Australian Human Rights Commission](#)
- [NDIS- For families and carers](#)
- [Office of the Australian Information Commissioner](#)
- [Information and Privacy Commission \(NSW\)](#)
- [ACT Office of the Children and Young People Commissioner](#)

Policy Owner	Senior Quality Manager
Date Approved	28/06/24
Approval Authority	CEO
Date of Commencement	1 December 2016
Date for Next Review	2026
Related Legislation	<p>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 National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 AS/NZS 10002:2014: Guidelines for complaint management in organizations</p>

Revision history

Please email policyfeedback@cerebralpalsy.org.au for access to past policies and/or further revision history details.

Review Date	Revision Details
04/07/24	<p>Scheduled review.</p> <p>Major updates to:</p> <ul style="list-style-type: none"> • Feedback and Complaints Policy- including plain language translation • Assessing Complaints Procedure • Feedback and Complaints Practice Guide- including plain language translation <p>Minor updates to:</p> <ul style="list-style-type: none"> • Feedback and Complaints Guidelines • Logging and Managing Complaints Procedure • Making a Complaint – Escalation Steps • Complaints Procedure (Information for complainants)