



Feedback and Complaints Policy

Policy Number	1	Version	3
Date	July 2017	Written by	K. Hedley/ M. Rodewald
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Purpose

To identify IntroConnect procedures for collecting and utilising feedback and complaints provided by, or on behalf of, clients.

Scope

A Relevant to all IntroConnect stakeholders including, but not limited to:

Clients Carers Management Staff Contractors

Policy

IntroConnect respects the rights and freedoms of all people to voice their concerns, complaints and ideas as they wish and to have them addressed.

IntroConnect values relationships built on trust where individuals feel safe, comfortable and supported to communicate their concerns without fear.

IntroConnect are committed to achieving the best and fairest outcomes for all parties, by working with complainants in a timely, transparent, and solutions focussed way.

IntroConnect is committed to the practice of continuous improvement in all aspects of service provision and considers feedback and complaints from those involved in our services, to be vital in this process.

IntroConnect will address all feedback and complaints using the procedures outlined in this document.

Policy in Action:

1. Information provided:

Clients:

Clients and carers are provided with IntroConnect feedback and complaints information at time of signing Service Agreement.

The IntroConnect “Feedback and Complaints Policy and Procedures” are made available to clients via:

- Client Information Kit
- Website
- Upon request – email, letter, meeting follow up.

Information regarding IntroConnect Policies and Procedures are available in various formats, eg. Plain English, large text, audio, etc. Please request these where required.

IntroConnect will direct clients to the Disability Advocacy Finder (on the Department of Social Services website) for clients to find an advocate that can discuss their complaint with. The link this is on our website or available upon request.

IntroConnect advises all clients of their right to make complaints directly to outside bodies, including the NSW Ombudsman.

Staff:

All new IntroConnect staff will be familiarised with this Policy/Procedure and the process for managing complaints, during the orientation of their employment with IntroConnect.

2. Collection

The collection of feedback and complaints may occur in the following ways:

Client initiated:

Clients are welcome to provide feedback and/or complaints at any time. This can be done via the method that best suits the client. For example:

- “Feedback and Complaint Form” available on IntroConnect website or by request.
PLEASE NOTE: All forms are available in various formats upon request.
- Email
- Phone call
- Meeting

Clients are free to determine the IntroConnect representative that they choose to deal with regarding their complaint.

IntroConnect appreciates that choosing to take the action to provide feedback or complaints, can be difficult. Consequently, IntroConnect will support clients to take this action should they wish.

Clients who choose to provide feedback and/or complaints should be reassured that the information that they provide is appreciated and vital to our on-going success in providing client focused services to many. A guarantee is offered by IntroConnect that there will be no negative consequences for anyone providing feedback or making a complaint. The complainant will have their privacy respected and confidentiality protected.

Should a client require support to make a complaint, a list of independent advocates is available on the Disability Advocacy Finder, found through our website or upon request. IntroConnect supports the involvement of interpreters or cultural supports that may be required to support a client in this complaints process.

IntroConnect initiated:

From time to time, IntroConnect will gather feedback from clients and associates. This may be via the following methods:

- An Annual Customer Satisfaction Survey
- Regular informal “check-ins” with clients/associates
- Evaluation forms for training and workshops
- Evaluation Survey for clients exiting IntroConnect.
- An invitation for interested clients and stakeholders to provide feedback on the amendment of Policies and Procedures.

3. Receipt:

IntroConnect will acknowledge receipt of feedback/complaint within 2 business days of receiving it.

An entry is created in the IntroConnect Incidents, Complaints & Continuous Improvement Register.

4. Consideration:

IntroConnect will consider your feedback/complaint and identify the best means to resolve the issue. You will be advised of the planned follow-up actions within 1 week of IntroConnect receiving your feedback/complaint.

Notes added to file in the Register.

5. Resolution Sought:

IntroConnect will conduct a meeting with relevant parties – dependant on the nature of the feedback/complaint.

Guidelines to the participants, content and structure of this Complaint Resolution Meeting are available in the IntroConnect Processes file.

Notes of meeting added to the Register.

6. Advise:

Complainant advised within 1 week of the outcome of the Complaint Resolution Meeting via letter and/or face-to-face meeting, where appropriate.

Policy and Procedure amendments recorded and communicated accordingly.

Notes added to Complaint Register and CIF.

At this point the complaint process is deemed to be completed and the Continuous Improvement process commences. Please refer to Continuous Improvement process for details.

Please Note: at any point throughout the process, should IntroConnect be made aware that the complaint is of a critical nature, ie, involves: abuse, neglect or exploitation, then the relevant external bodies will be notified.

Definitions:

Client	NDIS Participant in Service Agreement with IntroConnect
Client Team	Family, guardians, carers, etc of clients.
CIF	Critical Incident / Continuous Improvement Form

Relevant Legislation:

Disability Inclusion Act 2014 (NSW), Part 1, Division 2, 4 General Principles
Disability Inclusion Regulation 2014 (NSW)
Community Services (Complaints, Reviews and Monitoring) Act 1993 (NSW)
No 2 (CS CRAMA)
National Disability Insurance Scheme Act 2013

Relevant Resources:

Human Rights

Information on the Convention on the Rights of Persons with Disabilities

www.un.org/disabilities/convention/conventionfull.shtml

Australian Human Rights Commission: www.hreoc.gov.au

NSW complaints handling organisations, guidelines and resources

Ageing, Disability and Home Care (ADHC): www.adhc.nsw.gov.au

NSW Ombudsman: www.ombo.nsw.gov.au

National complaint handling organisations

Complaints Resolution and Referral Service CRRS (CRRS): www.crrs.org.au

Abuse and Neglect Hotline: www.disabilityhotline.net.au

Australian Human Rights Commission: www.hreoc.gov.au

Children and young people

www.keepthemsafe.nsw.gov.au

Internal Resources:

IntroConnect resources related to Feedback and Complaints Policy and Procedures:

- Standard 4: Feedback and Complaints
- Policies:
 - Policy 4: Feedback and Complaints Policy
 - Policy 9: HR
 - Policy 1: Rights
 - Policy 6: Service Management
 - Policy 8: Client Safety
 - Policy 7: Confidentiality
- Service Agreement
- New Client Info Kit
- Forms:
 - 2.1: Feedback and Complaints
 - Continuous Improvement Form
- Website:
 - info available
 - digital form
 - download pdf form
 - audio
- Legislation
- Client Communication:
 - Bi-Monthly Meeting Agenda Template Newsletter
 - Quarterly Newsletter
 - Website - news
 - Email updates
 - Social Media posts/announcements
 - Letter updates
- Evidence/Records:
 - Client Files and Feedback
 - Complaints Register
 - Surveys & findings
 - Exit Interview
 - Suggestions Register
 - Communication with complainant (email/letters, etc.)
- Advisory Group
- External Body Reports eg. Police