

P070-v3-A	Satisfaction, Feedback & Complaints
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Applies to: All people receiving services from Inclusion Melbourne, their carers, advocates and family members.	Version: 3
Specific responsibility: Overseen by the Manager, Personalised Supports.	Date approved: 30/08/2016
	Next review date: 30/08/2018

Policy context:	
Standards or other external requirements	AQTF 2010 STD 3: 3.1; DHHS Standards: 1.1, 1.2, 2.2, 2.3, 3.2, 3.4, 3.5, 4.1, 4.2, 4.3; ISO 9001:2008: 7.2.2, 7.2.3, 8.2.1, 8.5.1, 8.5.2, 8.5.3.
Legislation or other requirements	Disability Services Act 2006 NDIS Act, 2013
Contractual obligations	NDIS Terms of Business Participant Service Agreement

OBJECTIVE

This policy and procedure seeks to:

- Outline the framework used by Inclusion Melbourne to gather and respond to stakeholder feedback.
- Provide information and resources to assist participants in making a complaint to relevant external bodies.
- Inform staff to respond effectively to feedback, satisfaction or complaints.
- Promote the effective use of feedback as pillar of Inclusion Melbourne's continuous improvement strategy.

POLICY STATEMENT

Inclusion Melbourne is committed to obtaining feedback regularly and fairly. The organisation recognises that all people we support, their carers, advocates and families have the right to express feedback and access advocacy and external complaint systems. Inclusion Melbourne upholds all confidentiality and privacy standards when receiving, responding and documenting feedback.

DEFINITIONS

Feedback - refers to compliments, complaints, thoughts and suggestions.

Complaint - a criticism, expression of disapproval or concerns over a specific issue.

PROCEDURES

1. Seeking feedback

Inclusion Melbourne will seek feedback from the people we support using a variety of approaches for measuring and improving satisfaction with services delivered. These may include, but are not limited to:

- Periodic surveys
- Minutes from meetings.
- Requests for feedback on specific topics/issues
- Adhoc feedback, submitted via the website or through a 'Your Feedback' form.
- Focus groups and information sessions

Inclusion Melbourne seeks to receive feedback annually to determine satisfaction of the following topics:

- Access to services
- Rights and responsibilities of the service user
- Quality of service
- Privacy and dignity of care
- Access to, and adequate response to feedback and complaints
- Supports provided to meet the personal plan and planning process
- Clarity and transparency of financial administration

All feedback received is documented by the organisation and presented to the Continuous Improvement Committee, where the relevant manager leads the review and proposed preventative and/or responsive actions in responding to the feedback. Responses to feedback are reported to the Leadership Committee and the Quality, Risk & Services board committee.

2. Receiving compliments

Inclusion Melbourne celebrates the positive feedback. Any compliments that are received are to be forwarded to the Continuous Improvement Officer who will log the compliment in the feedback register as well as pass it on to the appropriate line manager(s).

3. Making a complaint to an external agency

All people supported by Inclusion Melbourne have the right to make a complaint to an external agency. The following agencies can be contacted if the service user wishes to make a formal complaint:

If a person is not happy with the supports and services approved in his/her plan, he/she is able to contact the **National Disability Insurance Agency by calling 1800 800 110**, or visiting one of their offices in person, or visiting ndis.gov.au for further information.

If a person is unhappy with the NDIA's actions, he/she can contact the **Commonwealth Ombudsman on 1300 362 072** or www.ombudsman.gov.au

If a person has a complaint about Inclusion Melbourne he/she can contact the Disability Services Commissioner. The Disability Services Commissioner can provide advice and/or assistance to resolve a complaint made by or on behalf of a person supported by Inclusion Melbourne.

The Disability Services Commissioner can be contacted at:

Level 3, 456 Lonsdale Street, Melbourne, 3000

Phone: 1800 677 342 (free call) 1300 728 187 (local call)
 TIY: 1300 726 563 Fax: 03 9603 8310

Website: <http://www.odsc.vic.gov.au>

DOCUMENTATION

Documents related to this policy	
Related policies & procedures	<ul style="list-style-type: none"> • Service Cancellations
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> • Complaints Investigation Form • Local Advocates • Your Feedback Form

Reviewing and approving this policy		
Frequency	Person responsible	Approval by
Every 2 years	Continuous Improvement Officer	Manager, Policy & Projects

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	30/08/2016	Nathan Despott	30/08/2018
2			
3			

Last updated: 30/08/2016