



CM. 2.12 Feedback, Compliments and Complaints Policy and Procedure

Purpose and Scope

This policy and procedure are intended to provide workers and participants information on how they can provide feedback, compliments, and complaints about any aspect surrounding South West Care Services PTY LTD. The discussion will be had to determine the most appropriate method to address or respond to it. However, for any issue that arises from a South West Care Services PTY LTD worker, it will be the responsibility of the Director or Management to conform to a solution strategy. If required, South West Care Services PTY LTD may refer to the Disputes and Grievances Policy and Procedure for further assistance.

This extends to all employees and meets relevant laws, regulations, and standards.

Definitions

Grievance	A complaint or a strong feeling that you have been treated unfairly.
Complaint	A statement that something is unsatisfactory or unacceptable. In this policy, a complaint will be identified as a minor issue that can be settled promptly and will not involve a detailed investigation.
Compliment	A polite expression of praise or admiration.
Feedback	Information about reactions to a product, a person's performance of a task, etc., is used as a basis for improvement.



Policy

South West Care Services PTY LTD abides by the Human Resource Policy and Procedure, ensuring workers are aware of rights and appropriate workplace behaviour. This is crucial to attempt to uphold an environment flooded with positive feedback and compliments, and limited complaints. This policy and procedures encourage South West Care Services PTY LTD's workers and participants to voice any concerns or positive comments they may have regarding individuals, facilities, services, etc. Any comments made in relation to South West Care Services PTY LTD will be utilised to improve the company's processes and services.

The purpose of this policy is to ensure all workers of South West Care Services PTY LTD understand and acknowledge what is expected of them when delivering services of care. Workers should aim to adhere to and enforce the rights and responsibilities of the participants. This ensures the operations implemented within South West Care Services PTY LTD's framework reflect the best interests of the participant.

In addition to this, this policy aims to ensure all workers have adequate knowledge, skills and resources to manage feedback, complaints and compliments effectively.

Director Responsibilities

- Primary accountability for this policy and procedure.
- Performing internal/external audits.
- Internal reviews.
- External audit schedule.

Worker Responsibilities

- Record feedback, complaints, or compliments.
- Receive constructive criticism where required.
- Observe and monitor overall operation as well as personal operation.
- Remain honest and truthful when completing a complaint form, survey, or feedback form.
- Encourage participants to complete a complaint form or feedback form when required.
- Provide any personnel wishing to complete a form with the correct and most up-to-date document at South West Care Services PTY LTD.
- When corrective actions are put into place, ensure full endorsement.
- Ensure privacy and confidentiality are always upheld.
- Maintain respect for all persons filing a complaint or feedback.



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- If the worker receives the form, pass it on to South West Care Services PTY LTD's Director in an appropriate and timely manner.

Management Responsibilities –

- Implementing training for this policy and procedure.
- Undertake performance reviews annually.
- Recognise future needs.
- Review the efficiency of South West Care Services PTY LTD.
- Ensure privacy and confidentiality are always upheld.
- Promote acknowledgement of all complaints quickly (within 1 working day).
- Ensure consultation with participants regarding acknowledgement and desired outcome if named.
- Respect anonymous complaint or feedback forms and conduct Management in the same manner as a named form.
- Respond to participants with a clear outcome or decision.
- Implement any Correct Action Requests if required.
- Should any systemic issues arise, conduct a thorough internal assessment or review.
- Prioritise complaint form resolution in lieu of harm and risk reduction.
- Begin the resolution pathway or be nominated to another personnel.
- Investigate any issues brought forth.
- Review alteration in service provision or care.
- Praise workers or Management when positive feedback is provided.

Procedure

South West Care Services PTY LTD understands and recognises the importance of ensuring all participants, families, advocates, representatives, and other relevant personnel obtain the essential information in a way that is easily comprehensible to the participants and others. South West Care Services PTY LTD will offer all persons a variety of ways to access the information documented in South West Care Services PTY LTD's Participant Handbook, Participant Charter and the Feedback, Compliments and Complaints Form. These documents will contain all the relevant information on how to effectively manage feedback and complaints, as well as information on how participants should lodge feedback, compliments, or complaints.

In addition to this, South West Care Services PTY LTD will ensure to display of the relevant information within the facility of South West Care Services PTY LTD to ensure it is easily accessible to all persons. Workers are able to obtain a copy of these documents upon request. All complaints, compliments and feedback will be addressed during team meetings, in which the Continuous Improvement Plan will be utilised to make the necessary modifications that



would better suit the participants, workers and operations of South West Care Services PTY LTD.

Feedback and complaints will be treated confidentially and will only be addressed directly with the individuals involved. All details regarding feedback and complaints will be maintained in a secure manner in accordance with South West Care Services PTY LTD's Records and Information Management Policy and Procedure. The South West Care Services PTY LTD will report yearly to the State Authority for Disability Services in the manner required by the Official and verify the number of complaints obtained and how the complaints were handled.

Management of South West Care Services PTY LTD will encourage good quality practice, continuous improvement, and an honest, supportive, respectful philosophy that supports and encourages workers, participants, and all other individuals to make complaints and report matters without concern of retribution. This will be evaluated in yearly Performance Reviews of management and workers. A participant who wishes to submit feedback, compliment or complaint will be presented with the information involving this policy. If the participant's consent has been given, feedback, compliments and complaints can be submitted on behalf of the participant.

Feedback and complaint records will be tracked and examined to detect any continuing concerns. This will be reported on a three-monthly basis to the Director as part of the report on Continuous Improvement. The personal details gathered in order to manage feedback or complaints will be treated in compliance with the privacy legislation and South West Care Services PTY LTD's Privacy and Confidentiality Policy and Procedure.

South West Care Services PTY LTD will utilise the standard 5-step guideline to managing feedback, compliments and complaints as outlined below:

- 1- Receive
- 2- Record
- 3- Acknowledge
- 4- Resolve
- 5- Communicate Resolution

There are a variety of ways participants of South West Care Services PTY LTD can provide feedback, compliments, or complaints. Below outlines the ways in which participants will be able to share their suggestions and provide feedback, compliments, or complaints to South West Care Services PTY LTD:

- Mail (Post)
- Email Address
- Management Meetings



- Phone
- Satisfaction Surveys
- Feedback Collection by workers
- Participant Forums
- Feedback and Complaint Forms

Receiving Complaint or Feedback Documents

South West Care Services PTY LTD utilises a variety of forms in order to analyse complaints or feedback from relevant personnel. Should any individual of South West Care Services PTY LTD wish to file a complaint, they are encouraged to discuss the matter personally with any preferred worker of South West Care Services PTY LTD beforehand. This is offered in order to attempt to resolve the concern before a reference to the complaints or grievance process.

South West Care Services PTY LTD provides the opportunity for any participant who wishes to file a complaint to utilise an advocate to speak on their behalf. Any complaint received will be treated with respect and confidentiality.

Should a complaint allege real or perceived criminal acts, injustice, abuse or neglect, it is instantly addressed to the Director. The Director must immediately record the case and seek to resolve the allegation or issue with the appropriate authority.

All complaints and grievances shall be forwarded to the Management for resolution. As a first measure towards resolution, minor concerns will be discussed with the appropriate individuals. If the issue cannot be settled within 24 hours, this should be handled by Management in a timely and appropriate manner.

Management is responsible for ensuring diligence when handling complaints and feedback forms.

Grievances may be lodged immediately, either in writing by filling out a Feedback and Complaints form or verbally. They can be lodged through:

- In writing to: 2 King Street, Campbelltown, NSW 2560
- By email to: hemant.chetty@southwestcare.com.au
- By phone on: 0413 251 811

Individuals can make a complaint directly to the following agencies at any time they wish to:

- NDIS Commission Complaints, Integrity and Privacy Unit
- The National Disability Insurance Agency (NDIA)
- Disability Services Commission



Recording Complaint or Feedback Forms

South West Care Services PTY LTD's Management will record and document any filed complaint or feedback forms in liaison with the Information and Record Keeping Policy and Procedure. All documentation and outcomes will be retained for a minimum of 7 years; should the issue escalate to external agencies such as the police, documents will be achieved indefinitely. South West Care Services PTY LTD maintains a Complaint Register and Feedback Register to assist with this process. Documentation will be stored in both hard copy and soft copy format in order to minimise the opportunity for theft, misuse, loss and error. Hard copy files will be retained at South West Care Services PTY LTD's main office in a lockable and safe filing cabinet. Soft copy files will be kept at South West Care Services PTY LTD's main office on the Directors computer under a lockable and password-protected document. Management and the Director will be the only persons who can access these documents. The person filing the complaint or feedback will be provided with a copy upon submission for their personal reference.

Acknowledgement of a Complaint or Feedback Form

South West Care Services PTY LTD's workers or Management will acknowledge any named complaints or feedback forms submitted by liaising with the person/s providing the form. Acceptance of the claim will be conducted within 1 working day as a preference; however, this can be conducted within 2 working days if the non-conformity or issue is seen as minor. This is done in order to establish a therapeutic relationship of confidence and cooperation with the individual filing the form.

South West Care Services PTY LTD will provide the individual with an opportunity for anonymity. This is conducted if the individual has not nominated a preference when filing the form to South West Care Services PTY LTD. Should the individual wish to remain anonymous, this suggests they may not be willing or expected to communicate, and therefore the issue should be resolved within South West Care Services PTY LTD accordingly.

Should the individual remain named, the worker or Manager of South West Care Services PTY LTD will employ direct communication in the individual's preferred method in order to establish a favourable outcome. South West Care Services PTY LTD will hold realistic expectations and, if required, present the case or issue to other organisations where it has been identified as being more effective to deal with.

South West Care Services PTY LTD will provide the individual filing with the complaint or feedback form with an appropriate time frame and the resolution plan. Acceptance and



acknowledgement need to be given by the individual to ensure they approve the plan for improvement or resolution.

Resolving Complaints or Feedback Forms

When settling a complaint or grievance, Management will continuously involve the individual filing the form by keeping the individual informed of the complaint's development. This allows the individual to address any gaps found in the information supplied.

South West Care Services PTY LTD provides the opportunity for the individual to request further information upon request as South West Care Services PTY LTD recognises the importance of including the individual in order to promote trust and transparency.

South West Care Services PTY LTD should document the outcomes of the resolution method and aim to improve their practices to avoid similar complaints or negative feedback.

Should a Corrective Action Request be required, Management of South West Care Services PTY LTD will complete, monitor, and review accordingly. Upon notification of a complaint from the NDIS Commission, it is immediately forwarded to South West Care Services PTY LTD's Director and nominated Management Personnel for action; this requires a Corrective Action Request Form to be completed immediately with appropriate monitoring and reviews.

Communication of Resolution from Complaints or Feedback Forms

South West Care Services PTY LTD's Management will tend to all complaints, grievances and feedback forms as quickly and efficiently as possible. Issues or non-conformities will be resolved within 28 days of receiving the form. Should a complaint or grievance be unresolvable within 28 days, the complainant will be provided with a notification of the process completed so far, including the plan for the near future. The notification will also provide the expected date for a full response. The notification of the update will be provided verbally and then validated in writing.

Should the issue or non-conformity be resolved, South West Care Services PTY LTD's Management will verbally discuss the outcome with the individual filing the complaint. Following the discussion, Management will deliver the outcome in a written format allowing them the opportunity to make further contact. Should the individual be happy with the outcome, South West Care Services PTY LTD will request feedback on the complaint-handling process to ensure all appropriate measures are taken.



Assistance will be given to support complainants' knowledge of correspondence concerning complaints and grievances where required, for example, interpreters, referrals to advocates, etc.

Opportunities for measures responding to a complaint include but are not limited to:

- Explanation of procedures
- Resolving a concern
- Presenting an expression of regret
- Continuing monitoring of issues
- Providing training regimes, development and education to workers

The Director will use South West Care Services PTY LTD's Registry of Complaints and Grievances to register each complaint, track the progress and results of the inquiry and how the findings were conveyed to the participants.

Reviewing Feedback and Complaints

To ensure South West Care Services PTY LTD effectively responds to feedback and complaints, South West Care Services PTY LTD's workers and Management will regularly review the complaints and feedback given to improve their practices when delivering quality services of care.

South West Care Services PTY LTD and its workers understand the importance of recognising the specific issues identified through complaints and feedback, as well as implementing certain measures and strategies to improve the practices of South West Care Services PTY LTD.

When reviewing complaints and feedback, it is important for workers and Management to consider the probable causes of the issue and how to minimise or eliminate these causes. South West Care Services PTY LTD will also ensure to consider the development of improvement as a result of taking action and the progress of implementation of new strategies. All improvements should be documented in South West Care Services PTY LTD's Quality Improvement Register.

Dispute Resolution Contacts and Extended Cases

If an individual continues to be unhappy with the result of their complaint or grievance, they will be given the details of other organisations they can use to support them in achieving a solution.



In the Complaints and Grievances, registered escalated complaints will be tracked in the same manner as other complaints, and the same communication processes will be applied as set out above. If necessary, the Director will communicate with the complainant instead of the South West Care Services PTY LTD Coordinator.

Complaints to the NDIA can be lodged:

- By phone on 1800 800 110
- By email to feedback@ndis.gov.au

Complaints can be made through the NDIS Commission:

Complaints made to the NDIS Quality and Safeguards Commission can be made via:

- Telephone: 1800 035 419
- Online: www.ndiscomission.gov.au

Complaints to the Ombudsman can be lodged:

New South Wales

- By phone on 02 9286 1000
- Online at <https://www.ombo.nsw.gov.au/>

Complaints to the Office of the Commissioner for Privacy and Data Protection can be lodged:

New South Wales

- By email to ipcinfo@ipc.nsw.gov.au
- By phone on 1800 472 679

Supporting Documents

- Complaints and Feedback - Complaints and Feedback Register
- Records and Information Management Policy and Procedure
- Governance - Continuous Improvement Plan



Policy Review

South West Care Services PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers, and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
02	Yes	Hemant Chetty	Review	02/2025