

Feedback & Complaints Policy & Procedure

The logo for BelleJoy Support, featuring the text "BelleJoy" in a serif font above "Support" in a sans-serif font, with a horizontal line of dots between them. The logo is centered within a white circle, which is itself set against a large, light teal abstract shape in the bottom-left corner of the page.

BelleJoy
Support

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Policy Statement

Feedback and complaints provide valuable information and give us an opportunity to learn and improve. Feedback may be of a sensitive nature and the person's right to privacy and confidentiality will be respected. Any information relating to the complaint will be distributed in a need-to-know basis.

All complaints will be resolved at the service level where possible and in the shortest time practicable.

Service users can expect complaints to be dealt with fairly and promptly and for workers to take steps to ensure that service users feel comfortable to continue accessing the service after making a complaint.

The complaints management process will be simple and easy to use and effectively communicated and promoted to all service users and stakeholders.

Delegations

Roles	Responsibilities
Team Leader, Operations Manager , General Manager	<ul style="list-style-type: none">Review and Monitor reports on all complaints to ensure issues impacting client satisfaction and service outcomes are being managed effectively.Receive feedback and complaints and ensure the appropriate person resolves complaint in a timely manner and feedback is monitored and reviewed .Ensure all workers are equipped to handle complaints in a professional manner and adhere to the complaint management process
Workers, volunteers, contractors and students	<ul style="list-style-type: none">Ensure all clients have the opportunity to provide feedback and to treat all complaints seriously and as an opportunity for improvement .Will assist clients to resolve complaints to the bests of their ability

Procedure

Communicating the Feedback and Complaint Policy

Information is available to service users and stakeholders about mechanisms to communicate feedback, comments, and complaints.

Information includes:

- How to make a complaint or provide feedback to BelleJoy Support
- Right to make a complaint without fear of retribution
- The complaints process and confidentiality
- The process for pursuing the complaint through an external body such as the NDIA
- The process to arrange for an interpreter or advocate when providing feedback.

Receiving Complaints and other Feedback

All employees and managers can receive feedback or a complaint in writing or verbally as well as anonymously from service users or stakeholders.

If verbal feedback or a complaint is received the workers or Team Leader completes the Complaint Form, detailing the information.

Complainants can nominate the person they want at the service as the key contact regarding the complaint.

Feedback

Depending on the nature of the feedback, one or more of the following actions may be appropriate:

- Record the information (if communicated verbally) and pass the information on to the specific individual concerned and their appropriate supervisor.
- Raise the information at a regular staff meeting.
- Record the information in the relevant worker's service user's file. The Team Leader may include the feedback in reports to the Operations Manager and General Manager.

Complaints

Complaint information should be forwarded to the Team Leader who will review the information and coordinate a response.

If the complaint concerns the Team Leader, it is forwarded to the Operations Manager.

Complaints/Feedback review shall remain a standing agenda item in all team meetings.

Complaints Register

Once the Complaints Form is received by the Team Leader, details are recorded in the incidents, feedback and complaints Register.

This includes the date the feedback or complaint was made, name of complainant, nature of feedback or complaint, action taken, follow up required and close off date.

Responding to feedback

Depending on the type of feedback received, particularly if it is a comment or suggestion for improvement, it may be appropriate to contact the individual who gave the feedback to communicate any changes made as a result of their suggestion.

This will contribute to a positive relationship between the company and its clients and stakeholders.

Responding to a complaint

An email will be sent to the complainant (or the complainant's nominee) within 5-7 working days of the complaint being received.

The response details what is being done to investigate and resolve the complaint.

In responding to complaints, workers and Managers:

- Acknowledge the complaint - acknowledge the concerns and experiences of someone making a complaint, particularly if the issue has caused distress or considerable inconvenience.
- Attempt to resolve the complaint directly with the complainant - clarify the specific issue that the individual is complaining about and their desired outcomes. It may be necessary to contact the complainant to ask for more information. Detail how the complaint will be investigated - provide clear timeframes and the contact

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Details for an appropriate person that can be contacted by the complainant if necessary.

- Consider the sensitive and/or confidential nature of a complaint and the privacy of the individual making the complaint – workers carefully consider what information is recorded and to whom within the organisation the information is communicated to.
- When completing a Complaints Form, only record factual information that can be supported by evidence or note that the information is not yet substantiated
- Consider whether the complaint needs to be managed in a particular way either because the person making a complaint has specific rights of review or because the complaint includes allegations that must be reported to an external body. For example, criminal allegations should be reported to the Police.
- Reassure the complainant that making a complaint will have no negative consequences or repercussions on their service provision
- Inform the complainant they can select which worker member is their primary contact regarding the complaint and ask if they wish to nominate a particular person.

BelleJoy Support aims to investigate and resolve all complaints within a month of receiving the complaint. If this timeframe cannot be met, the complainant will be informed of the reasons why and of the alternative timeframe for resolution.

BelleJoy Support aims to keep the complainant informed at all stages of the decision-making process concerning their complaint and the reasons for those decisions.

Complaints involving workers

Complaints involving workers (excluding the Team Leaders or Community Manager) should be forwarded to the Team Leader who will coordinate a response to the complaint in conjunction with the workers supervisor.

Complaints by service users about workers will not be seen as negative comments about the workers, but as comments on the service provided by the company.

Workers play a vital role in supporting service users to complain and will not be penalised for doing so. Workers will be positively recognised for advocating on behalf of a service user, including when the service user makes a complaint.

Workers will not be penalised as a result of a service user complaint unless malpractice has occurred.

Responding to the complaint may involve:

- Investigating the complaint and providing the workers with an opportunity to respond to issues raised
- Attempting to mediate the dispute (if appropriate) and/or attempt to resolve the matter
- Taking further action necessary to resolve the issue (e.g. external mediation and dispute resolution services)

Any disciplinary action against a worker arising from a complaint will be taken in accordance with the Performance and Development Policy.

Complaints involving the Managing Director should be referred to the Director.

The process for complaints involving the Director should be referred to the Managing Director and/ or NDIA.

Complaints resolution and follow up

Within two months of the complaint being resolved, the organisation will follow up with the complainant to review their satisfaction with the actions taken.

Feedback information (both positive and negative) is to be considered in operational planning as well as implementation and review activities in the areas of governance, risk management, client services, project management and workplace health and safety.

Confidentiality of complaints and disputes

As far as possible, the fact that a service user has lodged a complaint, and the details of that complaint are kept confidential amongst workers directly concerned with its resolution.

The service user's permission is obtained prior to any information being given to other parties that it may be desirable to involve in order to satisfactorily resolve the complaint or dispute.

Monitoring and responding information about complaints

Information regarding complaints is collated and provided to the Directors at each regular meeting unless the Team Leader considers that it is to be communicated to the Operations Manager and General Manager urgently.

The Team Leader analyses complaints for trends and provides recommendations for action to be taken. Recommendations are discussed at management meetings and/or worker meetings.

Provision of Worker training in complaints handling

BelleJoy Support will provide and ensure all workers, management and volunteers receive information and training as part of their induction on complaints handling.

Definitions

Complaint – is any written or verbal statement outlining a problem or concern involving the company including its workers, the service they provide, or the terms of engagement or contract with the company.

Feedback – information given by a service user, stakeholder or community member in relation to the organisation and may be in the form of a compliment, suggestion or complaint.

Compliment – an explicit expression of satisfaction or praise in relation to the company or a worker working on behalf of the company.

Suggestion – a comment that indicates how the company could improve its service delivery. It may be part of a compliment or complaint but may also be offered as standalone information.

Vexatious grievances – where complainants use the complaint/grievance resolution process without reasonable cause, the processes as outlined above will still be adhered to. If complaints are malicious or vexatious and therefore not made in good faith, the complainant may be referred to undertake counselling and/or other actions if appropriate.

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Complaint resolution – a complaint is resolved when both parties reach agreement. The parties will be informed, in writing, of the complaint agreement.

Corrective action – the addressing of ongoing systemic issues to eliminate the root cause of a problem to prevent reoccurrence

Confidentiality – only people directly involved in the complaint as part of the nature of the complaint or the resolution of it will have access to the information about the complaint.

Record of Review

Review Date	Lead by	People consulted
08/01/2024	Claire Yeatman (General Manager)	Katie Newell (Project Manager)

Legislation

- Privacy Act 1988 (Commonwealth)
- Community Services (Complaints, Reviews and Monitoring) Act 1993 (NSW).
- Ombudsman Act 1974
- National Disability Insurance Scheme ACT 2013
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

Linked Documents

- Responding to Allegations of Reportable Conduct
- Quality Systems Audit Procedure
- Performance and Development Policy
- NDIS Code of Conduct
- NDIS Practice Standards and Quality Indicators
- BelleJoy Support Service Agreement

Document title: Feedback & Complaints
Reviewed by: General Manager
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- BelleJoy Support Welcome booklet
- Management meeting Agenda
- Team Meeting Agenda
- House meeting Agenda
- BelleJoy Support Incident, Feedback and complaints register