

POLICY

At McCall we welcome all feedback from everyone who uses our services, their families, friends, carers, guardians and advocates, our staff and community members.

Feedback includes compliments, complaints and suggestions. Feedback is telling us what people think of our organisation, our services and supports and the work of our staff.

Feedback is important to us; it helps us to improve what we do. Our commitment is to ensure all feedback is acknowledged, respected and well managed.

RESPONSIBILITIES

STAFF

- Complying with this policy.
- When making or responding to a complaint staff must conduct themselves in accordance with our [Code of Conduct](#).
- Respecting a person's right to make a complaint and ensuring no-one is adversely affected because they have made a complaint.
- Declaring any conflict of interest in accordance with our [Conflict of Interest Policy](#)
- Complying with our [Confidentiality Policy](#) and respecting the privacy and confidentiality rights of a person making a complaint and anyone affected by the issues raised in a complaint.
- Implementing changes resulting from feedback.

QUALITY AND SAFEGUARDS

- Coordinating the handling of complaints and ensuring the complaint is properly managed.

MANAGERS

- Implementing this policy within your area of responsibility.
- Implementing changes within your area of responsibility.
- Discuss with staff at team meetings

EXECUTIVE

- Support managers in the resolution of complaints and seek input from HR, Finance or Quality & Safeguards as necessary.
- Use feedback to continually improve organisational systems, processes and practice

PROVIDING FEEDBACK

- There are a number of ways people can provide feedback to us:
 - in person – anyone wishing to provide feedback can talk to anyone in the organisation
 - by telephone – 02 9679 1031
 - in writing – Feedback, PO Box 406, Riverstone, NSW, 2765
 - by email – feedback@mccallgardens.org.au

- using the on-line feedback form located on our website: www.mccallgardens.org.au
- A **Feedback Form** is available in the Quality Management System and can be provided electronically via email or as a paper form to return by mail.
- If someone wants to give feedback, encourage them to do so as soon as they can.
- If a person voices any concerns, is dissatisfied, thinks things could be done better or is happy with their service, encourage them to provide feedback, inform them it's their right and reassure them their feedback is welcomed and that they will not be treated any differently for saying what they think or feel.
- If a participant requests someone from their support network to help them provide feedback, assist them to make contact with that person.
- If a participant would like independent advice or assistance to provide feedback, inform them of their right to access an advocate and how they can access an advocate using the following on-line resources:
 - Australian Government's on-line Disability Advocacy Finder: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>
 - Disability Advocacy Network Australia: <https://www.dana.org.au/find-an-advocate/>
- If a person requests support to access an advocate, assist them to do so.

RECEIVING FEEDBACK

- When feedback is received by mail, the envelope is to be date stamped and submitted to the Quality & Safeguards Coordinator.
- All feedback received electronically or by mail will be:
 - Logged on the **Feedback Register**
 - Risk assessed and appropriate staff member allocated to respond to their feedback.
 - If the person has provided their contact details, using their preferred method of contact, an acknowledgement will be provided including the name of the allocated staff member who will be responding to their feedback.
 - Allocated staff member to follow up with the person, record the response on the **Feedback Form** and email it back to feedback@mccallgardens.org.au
- If a person provides feedback verbally, either in person or by telephone:
 - the staff member receiving the feedback is responsible for recording the person's feedback on a **Feedback Form**.
 - If the person is making a complaint to record the outcome they are seeking, to resolve their issue.
 - When recording the person's feedback, read it back to them to clarify that what has been written is a true account of what was said.
 - If appropriate, respond to their feedback and record this on the **Feedback Form** and email it back to feedback@mccallgardens.org.au immediately.
 - The **Feedback Form** is then logged on the **Feedback Register**.

- If a staff member receives a complaint and is unable to resolve the matter:
 - Inform the person their complaint will be escalated for allocation to a senior staff member.
 - Record key discussion points on the **Feedback Form** and email it back to feedback@mccallgardens.org.au immediately.
 - Once received, the complaint will be risk assessed and allocated to the appropriate senior staff member to respond.
 - Once allocated, an acknowledgement will be provided including the name of the senior staff member who will be responding to their complaint.
 - Allocated senior staff member to follow up with the person to resolve the issue, record the response on the **Feedback Form** and email it back to feedback@mccallgardens.org.au
- If feedback is received that relates to or is assessed as an incident it will be reallocated and managed in accordance with our **Incident Management Policy**.
- If a participant has a complaint about their NDIS Plan they will be referred to the National Disability Insurance Agency (NDIA).

RESPONDING TO A COMPLAINT

- How you respond to a complaint is just as important as whether or not the complaint is resolved.
- When responding to a complaint:
 - Treat people fairly and deal with their concerns in an objective and impartial way.
 - Respect their privacy and maintain confidentiality of their information.
 - Listen to what the person has to say without interruption
 - Summarise the main points raised and ask whether they are correct
 - Seek clarification if any points that are not clear – in a non-judgemental way
 - Show empathy and ask what the person wants to happen
 - Involve the person in the resolution of the complaint
 - Keep in regular contact with the person and inform them of progress including
 - o action taken
 - o reasons for decisions made
 - o options to have decisions reviewed
 - Acknowledge when supports have not met their expectations
 - Try to meet reasonable requests that would resolve the matter
 - Record the action taken and log the complaint
- Working with the person decide the appropriate course of action
- Let the person know about any improvements that have been made as a result of their feedback and thank them.

INTERNAL REVIEW AND INVESTIGATION

- In the event a satisfactory resolution cannot be reached the complaint will be referred to the CEO for review and investigation.
- Risk assessment

EXTERNAL REVIEW

- If a person is not satisfied with our response to a complaint, advise them of their right to complain to the NDIS Quality and Safeguards Commission.
- The Commission's website has detailed information, including factsheets, about the types of complaints they can and cannot investigate and what actions they are able to take to resolve them: <https://www.ndiscommission.gov.au/about/complaints>
- If needed, provide appropriate support and assistance in contacting the NDIS Commission.

PROCEDURAL FAIRNESS

- Anybody involved in a complaint will be given a fair opportunity to respond to issues raised and present their views
- All complaints involving staff will include the HR Manager to ensure appropriate procedural fairness steps are applied in accordance with the NDIS (procedural fairness) Guidelines 2018.
- For complaints involving staff to remind them of the organisations Employee Assistance Program.

RECORD KEEPING

- All feedback received to be documented and logged on the **Feedback Register**.
- All documentation to be stored electronically.
- All records to be kept for 7 years from the date the record was made.

QUALITY ASSURANCE AND IMPROVEMENT

- Once a complaint has been finalised, follow up contact will be made with the person to learn about their experience of the process to assist us to improve our feedback system.
- As a minimum requirement the **Feedback Register** will be reviewed on a quarterly basis to identify and address systemic issues and actions identified through the feedback system.
- Anyone who gave us feedback and provided their contact details will be informed of any system level improvements resulting from their feedback.
- As a minimum requirement a review of the feedback system will be conducted annually.

BREACH OF POLICY

- Any complaint alleging that a person's right to make a complaint was not respected, adversely affected or subjected to victimisation, harassment, discrimination, or any other prejudice will be taken seriously and appropriately investigated.
- Disciplinary action will be taken against any staff found to be in breach of this policy.