



# Feedback and Dispute Resolution Policy

<b>APPROVED BY:</b> RW Executive	<b>REVIEW DATE:</b> April 2017
<b>APPROVAL DATE:</b> April 2014	<b>VERSION NUMBER:</b> 7
<b>FILE NUMBER:</b> POL01413	

**THIS POLICY APPLIES TO:** Employees, Residents, Families and Visitors of RW Accommodation services and the general public



## 1. Title

This policy will be known as the Feedback and Dispute Resolution Policy.

## 2. Purpose

The purpose of this policy is to establish mechanisms for consumer/residents, family members, support persons and the general public to provide feedback and seek resolution. This policy applies to all of the organisation's programs and activities.

## 3. Introduction

RW is committed to ensuring that all consumer/residents, family members, support persons and the general public have the right to provide feedback in any form, including in person, verbally, in writing or by electronic means. The individual can expect to have their feedback dealt with fairly and in a non – threatening manner and to have the feedback addressed and resolved satisfactorily and in a reasonable time frame.

## 4. Policy

All staff will:

- Ensure that all consumer/residents, family members and support persons are aware of their right to provide feedback, to be informed of the process and to have their feedback heard.
- Ensure that the hearing of any feedback will conform to principles of natural justice.
- Ensure that the feedback and resolution procedures take into consideration diversity factors such as language and culture.
- Reassure the individual that providing feedback will not prejudice them with respect to ongoing service provision.
- Ensure that where feedback is given, the feedback and the organisation's response to the complaint is fully documented.
- Implement appropriate appeal mechanisms.

## 5. Procedure

- All consumer/residents, family members, support persons and the general public have access to the organisation's policy on Feedback and Dispute Resolution and a copy of the policy is available on the RW website.
- Consumer/residents, family members, support persons and the general public have a range of options open to them for feedback and resolution, which include:
  - Approach the person(s) with whom (s) the feedback relates.
  - Deal with the issue at a house meeting.

- Ask a staff member to help resolve the issue.
- Approach the Site Coordinator/Manager to have the matter resolved.
- Complete feedback through feedback form/ telephone
- The consumer/residents, family members, support persons and the general public are free to access any feedback mechanism as outlined above. However, the order outline should be encouraged.
- Consumer/residents, family members, support persons can choose to speak with a worker of the same gender, where possible.
- Where consumer/residents, family members, support persons choose to exercise his or her right to provide feedback, they must be informed that the matter cannot remain confidential.
- All parties have the right to have an advocate of their own choosing to be involved at any stage of the feedback/resolution process.
- All complaints shall be logged on a RW Complaints Register.
- The register shall be reviewed on a monthly basis by the Executive Team and an analysis forwarded to the Board.
- All complaints shall be responded to in writing within three business days to acknowledge receipt of the feedback.
- The individual shall receive written correspondence outlining the outcome upon completion of the investigation.
- Allegations of abuse and neglect must be reported to the Chief Executive Officer immediately.
- Staff must comply with mandatory reporting guidelines at all times.

**Associated RW documents to this Policy:**

- RW Feedback and Complaints Form

**POLICY CONTEXT: THIS POLICY RELATES TO**

<b>APPLICABLE STANDARDS</b> (or other external obligations)	National Standards for Mental Health Services; Disability Services Standards; QIC Health and Community Services Standards; Standards Australia Complaint Handling Standard As 4269-1995
<b>APPLICABLE LEGISLATION</b> (or other requirements)	Privacy Amendment Act (2000)
<b>APPLICABLE CONTRACTUAL OBLIGATION</b>	

**REVIEW BY CONSUMER FAMILY REFERENCE GROUP**

POLICY VERSION	APPROVED / REVIEWED	COMMENTS

**POLICY VERSION CONTROL**

POLICY VERSION	APPROVED / REVIEWED	COMMENTS
Version 1	7 February 2008	Titled <i>Consumer Complaints and Disputes Policy</i>
Version 2	30 June 2010	
Version 3	June 2013	
Version 4	October 2013	Title changed to <i>Feedback and Dispute Resolution Policy</i>
Version 5	April 2014	Correct Feedback Form added to Appendix
Version 6	August 2014	Feedback Form deleted from policy
Version 7	January 2016	Richmond Wellbeing Rebranding