

Feedback and Complaints Resolution Policy

Version 8.0

Policy Number	POL-37
Policy Name	Feedback and Complaints Resolution Policy
Policy Area	Corporate Services/ Quality, Compliance and Risk
Policy Owner	Chief Shared Services Officer

Introduction

Richmond Wellbeing is committed to providing access to a feedback and complaints resolution process. Complaints and other feedback such as compliments, areas of concern or service recognition are welcomed, acknowledged, respected and managed by the Quality Team, Service Managers and Senior Leadership Team.

Purpose

We are committed to ensuring that participants, family members, carers, external stakeholders and members of the public that are engaged with or impacted by the operations or corporate delivery of services has the right to lodge feedback, make a complaint, or appeal a decision made by the organisation.

We deal with feedback and complaints raised in a manner that reflects the values of the organisation, fairness, accountability and transparency, ensuring our process is in line with relevant legislation and standards. This includes, but is not limited to National Standards for Mental Health Services, QIC Health and Community Services Standards and NDIS (Complaints Management and Resolution) Rules 2018

Scope

RW welcomes and values the feedback of all consumers/ participants, family members, carers, external stakeholders and members of the general public. Feedback and complaints received will be used to improve our services, as part of our continual effort to improve the care we provide to our community.

We recognise the unique needs of individuals from groups such as those with a lived experience of mental distress, Aboriginal and Torres Strait Islanders, culturally and linguistically diverse communities, those of different ages and abilities, social class, ethnicity, gender and people who identify as LGBTI.

This policy does not apply to complaints made by employees or complaints related to workplace issues. Such complaints and issues are addressed within the Employee Grievance Resolution Policy and Procedure.

Policy Statement

RW is committed to resolving issues raised in a prompt and satisfactory manner, fostering a supportive environment that empowers individuals to provide feedback or make a complaint, whilst maintaining the reputation of RW.

RW has adopted a feedback and complaints management procedure that:

- allows any person to make a complaint or provide feedback in formats that are simple, accessible, inclusive, and easy to use
- allows any person to provide feedback and complaints anonymously
- ensures that the feedback and resolution procedures take into consideration diversity factors such as language and culture
- is effectively communicated and promoted to all persons that engaged with, or impacted by, the operations or corporate delivery of RW services
- is procedurally fair and follows principles of natural justice
- complies with legislative requirements
- registers feedback and complaints within our quality improvements processes to enhance our services as part of our continual effort to improve the care we provide to our community.

Related Documents

Feedback and Complaints Form

Employee Grievance Resolution Policy and Procedure

Quality Improvement Policy and Procedure

RW Diversity Statement

Supporting Information

Disability Services Act 1993

Guidelines for Handling Complaints about Mental Health Services 2018

National Disability Insurance Scheme Act 2013

National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018

National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

National Disability Insurance Scheme Procedural Fairness Guidelines 2018

National Standards for Disability Services

National Standards for Mental Health Services

Licensing and Accreditation Regulatory Unit (**LARU**)

Privacy Act 1988

QIC Health and Community Services Standards

Standards Australia Complaint Handling Standard As 4269-1995

Review Timeframe and Responsibility

Date of effect:	7 February 2008
Review Period:	2 years
Next review date:	1 December 2022
Prepared by:	NDIS Project Manager
Preparation date:	June 2021
Reviewed by:	Chief Shared Services Officer
Reviewed date:	21 September 2020
Reviewed by Consumer and Family Reference Group:	June 2020
Approved by:	CEO
Approval date:	1 December 2020

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