

Feedback and Complaints Resolution Procedure

Version 8.0

Procedure Number	PRO-88
Procedure Name	Feedback and Complaints Resolution Procedure
Procedure Area	Corporate Services/ Quality, Compliance and Risk
Procedure 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.

Procedure

Communication of RW Feedback and Complaints Procedure

RW feedback and complaints procedure will be documented for participants, family members, carers, external stakeholder, and members of the general public on the RW website, and within the documentation provided in our welcome and/or information packs.

All persons will be informed of their rights and responsibilities with regards to complaints and appeals at the earliest possible stage of their involvement with the organisation. This includes NDIS participants when they engage in services with Richmond Wellbeing.

Staff Training

All RW staff will be trained in the complaints management policy and procedure during their induction to the organisation and their role. Staff training will include how to acknowledge and report a complaint, how to explain the process of investigation to achieve a feedback or complaint outcome, and what services are available to support an individual through a feedback or complaint process.

Making a Complaint

A person wishing to make a complaint may do so in writing or verbally to:

- Any RW staff member
- By contacting the Quality and Compliance team on 9350 8800
- By emailing the feedback to feedbackandcomplaints@rw.org.au
- Submitting a completed Feedback and Complaints form via email to feedbackandcomplaints@rw.org.au
- Submitting a completed online feedback and complaints form which can be found at <https://www.rw.org.au/feedback/>
- A hard copy of the feedback and complaints form can be found on the RW website at <https://www.rw.org.au/feedback/>

Time Frames for Feedback and Complaint response

All feedback and complaints are to be acknowledged within one business day.

All feedback and complaints will be investigated. Feedback on the investigation to be provided no later than 30 days from when the feedback or complaint was made.

If deemed appropriate for serious reports, a delegate from Richmond Wellbeing will contact relevant emergency services to be involved in the investigation of a report.

Recommended timeframes are as follows:

Time Frame Guide (based on normal business hours)	Feedback or Complaint Type
Within 24 hours	<ul style="list-style-type: none"> Any feedback or complaint that may have a significant impact on the wellbeing of an individual or community member, or may result in the loss of tenure or accommodation Any feedback or complaint that relates to a notifiable incident
Within 72 hours	<ul style="list-style-type: none"> Issues of professional conduct (RW staff) Communication regarding access or entry to RW services or support Any issue pertaining to physical or environmental surrounds, relating to RW offices or residential services.
Within 7 days	<ul style="list-style-type: none"> Any matter that is financial in nature Any issue that relates to the current quality of care or support an individual is receiving
Within 14 days	<ul style="list-style-type: none"> Any administrative or records management error
Within 30 days	<ul style="list-style-type: none"> Any feedback or complaint that is historical in nature, that does not involve any of the previously mentioned points

Whilst this is a guide only, it is a preference that this guide is enacted upon to the best of the ability of all RW employees. Where timeframes cannot be met, communication must be made with both the complainant and relevant Executive Manager, on the progress and projected timeframe that the complaint will be resolved.

Lodging an Appeal

Individuals and/or their advocates may lodge an appeal if they disagree with a decision made by the organisation to the relevant Executive Manager.

Individuals and/or their advocates may also access external feedback and complaint handling services such as HaDSCO, Ombudsman, Mental Health Commission, or the NDIS Commission, to support the review of the way in which a feedback or complaint has been handled and resolved by RW.

Record Keeping

A register of complaints and appeals will be kept for a minimum of seven years.

Results from this register will be reviewed by the Quality, Compliance and Risk Committee on a quarterly basis and will be used to inform service planning, monitoring and evaluation of activities, including quality and continuous improvement activities.

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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