



Complaints and Feedback Policy

Purpose

To provide participants with a medium to offer All About You – Disability Services with positive or improvement feedback and/or complaints regarding the services delivered.

The feedback received will assist All About You – Disability Services to continuously improve services and ensure that All About You – Disability Services meet legislative requirements.

Scope

This policy is relevant to All About You – Disability Services and all participants accessing the services delivered.

Everyone, whether participant; staff member or significant other has the right to make a complaint or offer positive/improvement feedback and has the right to have their comments acknowledged.

Policy Statement

All About You – Disability Services is a provider of Coordination of Support Services and is committed to providing a high-quality service to participants.

All About You – Disability Services will encourage participant feedback and actively seek feedback on a regular basis to ensure continuous improvement of services.

All About You – Disability Services will utilise various methods to gain feedback from participants, ensuring that the methods are flexible and adaptable to meet different communication needs. Feedback will be encouraged and privacy and confidentiality will be maintained for the individual providing feedback.

If the feedback provided is negative/is improvement feedback, the individual will be given the opportunity to clarify if the feedback is constructive or if it is a complaint. If it is a complaint the individual will be given information around lodging a formal complaint with All About You – Disability Services or an independent body.

A record of the feedback will be securely maintained in hardcopy and electronic form.

Feedback will be reviewed on a regular basis and reported either internally or externally, and a record of improvements resulting from participant feedback will be maintained on a database.

Responsibilities

All staff members employed by All About You – Disability Services will be responsible for obtaining participant feedback and for documenting it appropriately.

All About You – Disability Services will:

- ensure that appropriate feedback systems and methods are developed and implemented;
- regularly collect feedback and analyse the information collected;
- ensure that feedback received is shared with the rest of the team, where appropriate, to assist with the improvement of service delivery;
- ensure that an opportunity for participant feedback is incorporated into all delivery processes;
- ensure that employees are aware of and implement complaint/feedback processes;
- utilise feedback information to identify trends or common patterns and use this information for continuous service delivery improvement;
- develop easy to complete surveys/tools and provide these to participants to gather feedback;
- ensure that all feedback is captured including informal feedback;
- ensure there are open opportunities at all times for participants to provide feedback;
- ensure that feedback tools are easily accessible and that all employees are aware of them and actively offer participants opportunities to provide feedback; and
- ensure that the Complaints and Feedback Procedure is followed.

Definitions

Feedback – a reflection from a participant that is related to their experience with All About You – Disability Services; the employees and services delivered. This feedback may be positive or negative but is not a complaint.

Informal Feedback – a participant may share their reflection or experience of services delivered by All About You – Disability Services without being formally approached to do so.

Formal Feedback – a participant is directly approached by an employee of All About You – Disability Services and invited to complete a formal document such as a feedback form or a survey.

Complaint – where a participant has determined something is unsatisfactory or unacceptable and requires action by All About You – Disability Services to resolve the problem.