

Interchange Policy and Procedure Manual

► Policy 2.8 Feedback and Complaints

DATE OF BOARD ENDORSEMENT	JANUARY 2008
LAST REVIEW DATE	MAY 2018
NEXT REVIEW DATE	MAY 2019
CURRENT VERSION	V3.3

Reference Documents

- National Standards for Disability Service (Standard 4)
 - <https://www.hadsco.wa.gov.au>
 - <https://www.ndis.gov.au/about/contact-us/feedback-complaints>
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Policy Statement

Interchange values feedback and complaints from people with disability, families, carers, service providers and regulators to ensure people are treated fairly when they use our services. Feedback and complaints are an important source of information and are used to improve our services wherever possible.

Scope

This policy applies to all customers, staff, contractors, volunteers, business partners and other stake holders.

Principles

- Everyone has the right to complain.
 - People making complaints should be supported to access complaints processes.
 - Complaints processes should be sensitive to any cultural requirements.
 - Robust complaints processes and systems are an important part of quality service management and help safeguard people with disability.
 - Feedback and complaints identify risks to people with disability but also visitors and staff.
 - Feedback and complaints support Interchange to meet its occupational health and safety obligations.
 - Feedback and complaints identify opportunities for Interchange to continuously improve its services.
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Definitions

Complaint – formal advice that an incident has occurred, something is not working the way it should, something is inappropriate or someone is at risk. A serious incident reporting process is required for legal and contractual purposes when a complaint is about a serious incident. All complaints, whether minor or major in nature will be entered into the Feedback and complaints Register

Feedback – An informal Complaint usually offered verbally, is quickly resolved and does not require investigation. All feedback, whether negative or positive in nature will be entered into the Feedback and complaints Register.

Concern – a notification that a person is worried that something is not working, has gone wrong or is otherwise not as it should be.

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Procedures

- All feedback and complaints will be recorded in a Feedback and complaints Register.
- When a concern is raised, the employee involved will listen and attempt in every situation to work with the customer to address the issue. The emphasis will be on resolving problems at first contact, through listening, problem solving, providing an explanation, giving more information, suggesting a solution or expressing understanding and empathy in situations where a solution is unlikely.
- Should this not result in resolution, the employee will escalate the matter to their line supervisor who will provide the customer with the Customer Complaints Resolution information sheet, outlining the process to be followed to make a formal complaint and have it addressed.
- Customers who make a complaint will:
 - ✓ immediately be informed of the Feedback and Complaints Policy;
 - ✓ be advised of their right to independent advocacy or representation of their own choice and assisted to access that support if they wish to engage it;
 - ✓ have their complaint dealt with confidentially and quickly, in an atmosphere of equity and trust;
 - ✓ have their complaint documented;
- When a formal complaint is made an executive manager will be notified who will appoint an appropriate person to review and document the complaint with the parties involved. A copy will be provided to the customer. If the complaint concerns the conduct of an employee, the appointed manager will consider if the Management of Staff Misconduct Policy applies, in which case a summary of the allegations will be provided. The manager handling the complaint will endeavour to resolve the situation and document the agreed resolution or reasons for non-resolution. A copy will be provided to the parties involved in the issue.
- In the event that the matter is not resolved, it will be referred to the Chief Executive Officer who will endeavour to resolve the situation and document the agreed resolution, and provide a copy to the parties involved. If the customer remains dissatisfied they will be advised of the option to escalate the matter to the Chair of the Board and also of other avenues external to Interchange, such as HaDSCO or NDIA, which they can access to achieve a resolution. If necessary, they will be assisted to access those external organisations.

Equity and Access Considerations

Interchange is committed to ensuring fair and equal access to physical environments, information, communication and services. For the communication and implementation of this policy, this may include:

- Considering the suitability of physical environments
- The use of augmentative and alternative communication methods to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Cultural Diversity

Employees are to ensure that services are provided with sensitivity to and an awareness of the cultural beliefs and practices of clients from culturally and linguistically diverse backgrounds. This includes an awareness of the needs of Aboriginal and Torres Strait Islander people, their families and communities.

Communication about this policy should be done in a way that suits each individual with regard to their cultural background e.g. if required, the use of an interpreter or easy English documents.

Interchange will develop connections with culturally appropriate organisations and groups to influence the meaningful participation of people with disability.

Where relevant, when attempting to strengthen relationships with people from Aboriginal and Torres Strait Islander backgrounds, Interchange will firstly utilise the advice and influence of key community members and organisations.

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CUSTOMER COMPLAINT RESOLUTION

Version 1.4 – June 2018

