

# SG-PO-004

## Feedback and Complaints Management Policy



### 1. Purpose

MWCLA is committed to ensuring that any person or organisation using MWCLA services or affected by its operations has the right to lodge feedback, lodge a complaint or to appeal a decision of the organisation. All concerns that are raised will be addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organisation will provide a feedback, complaints and appeals management procedure that:

- allows any person to make a complaint or provide feedback;
- facilitates complaints by cultivating a supportive environment in which they can be made;
- is simple, accessible and easy to use;
- is effectively communicated and promoted to all customers and stakeholders;
- is proportionate to the size of the organisation and the services it provides;
- ensures complaints or appeals are fairly assessed and responded to promptly;
- is procedurally fair and follows principles of natural justice;
- complies with legislative requirements.

### 2. Scope

This policy applies to:

- MWCLA customers, families and carers
- MWCLA staff and volunteers
- MWCLA board members
- MWCLA contractors

This policy does not cover an employee grievance. These should be managed through the Employee Grievance Policy HR-PO-007.

This policy does not apply to complaints about the NDIS.

### 3. Policy Statement

#### 3.1 Guiding Principles

MWCLA will:

- foster a service culture that encourages open and honest communication;
- ensure that all customers, and their families, carers and advocates are encouraged and supported to raise any feedback or concerns they have about the service or organisation;
- consider all complaints it receives regardless of whether or not the complainant is a customer of the organisation;
- treat all complainants with respect, recognising that the issue of complaint is important to the complainant;

- maintain confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution. Information will only be disclosed if required by law, or if otherwise necessary;
- ensure support and advocacy is available to customers who make a complaint and require support;
- resolve complaints, where possible, to the satisfaction of the complainant;
- customers, families and advocates have access to the organisation's complaints management policy;
- deal with all complaints in a timely manner, and aim to provide a formal response to the complainant within fifteen days of the complaint being received;
- keep parties to the complaint appropriately involved and informed of progress of the complaint;
- ensure that Board members and staff are given information about the complaints policy and procedure at the time of induction and annually thereafter and are aware of procedures for managing customer feedback and complaints;
- ensure all service users, stakeholders and members are aware of the feedback and complaints policy and procedures;
- ensure that all complainants are aware of and understand how to escalate their complaint to the Quality and Safeguarding Commission: <https://www.ndiscommission.gov.au/about/complaints>
- ensure that a complainant is not penalised in any way or prevented from use of services during the progress of an issue;
- ensure that feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements;
- review and evaluate the accessibility and effectiveness of the complaints management system and continually improve its processes.

Complaints will be managed as per the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018, NDIS Quality and Safeguards Commission: Complaints Management and Resolution Guidance and the NDIS Effective Complaint Handling Guidelines for NDIS Providers.

#### **4. Related Documents**

Employee Grievance Policy HR-PO-007

Feedback and Complaints Management Procedure SG-PO-004

Incident and Accident Management Policy WH-PO-002

*National Disability Insurance Scheme Act 2013*

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

NDIS Effective Complaint Handling Guidelines for NDIS Providers

NDIS Practice Standard – Provider Governance and Operational Management

NDIS Quality and Safeguards Commission: Complaints Management and Resolution Guidance

Risk Management Policy GV-PO-003

Whistleblower Policy HR-PO-022

## 5. Definitions / Glossary of Terms

Complainant	Person submitting a complaint
Complaint	An expression of dissatisfaction made to or about MWCLA, relating to our products, services or staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.
Suggestion or Compliment	An opportunity for customers or other stakeholders to share a comment, opinion or idea about how we can improve something. It helps us to know what we are doing well and what services our customers value.
Customer Feedback	<p>Information about reactions to a service, a person's performance of a task, a product etc which is used as a basis for improvement. Feedback can be positive or negative and allows us to improve our services and systems. It can be provided in various forms such as compliments and complaints, via the following methods:</p> <ul style="list-style-type: none"><li>▪ In person</li><li>▪ Over the phone</li><li>▪ By mail</li><li>▪ Email</li><li>▪ Internet</li><li>▪ Customer surveys</li><li>▪ Social media channels</li><li>▪ Through support services or advocates</li></ul>

## 6. Policy Authorisation

Document Custodian:	CEO
Approved by:	Board
Date of approval:	24 March 2021

MWCLA staff may provide feedback about this document by emailing [feedback@mwcla.org.au](mailto:feedback@mwcla.org.au).