

FEEDBACK & COMPLAINTS POLICY

Hands & Feet recognise the importance of receiving and using both feedback and complaints to grow and improve the organisation. Hands & Feet are committed to handling and resolving feedback & complaints in a confidential, fair and timely manner.

Types of complaints

A complaint is an expression of dissatisfaction with a service or service provider. A complaint can be in relation to any number of things, from worker behaviour to organisation management issues. All feedback and complaints are valuable and can help us to improve our services.

Who can make a complaint?

Everyone has the option of making a complaint to Hands & Feet about our services, this includes clients, family members, and workers. Complaints can either be made anonymously if required or submitted with contact details.

How to make a complaint

There are two ways people may choose to make a complaint to Hands & Feet:

- verbal – face to face or by phone (A translator is available where necessary)
- written – formal letter or by e-mail.

Anonymous complaints

- Some complainants may wish to remain anonymous in making their complaint. This should be respected, and the complaint investigated.

Verbal complaints

It is suggested that employees:

- Listen carefully and respond to the client in a polite and respectful manner.
- Clarify your understanding of the complaint and ask the client how they would like the complaint resolved. Wherever possible, try to resolve the complaint at the time.

If the circumstances do not allow the complaint to be resolved immediately, direct the complaint to the NDIS coordinator.

- If the NDIS coordinator is unavailable, the complaint should be directed to the staff member with the most appropriate skills to handle the matter, e.g. Hands & Feet General Manager.
- If the client wishes only to speak with the NDIS coordinator, arrange a meeting between the NDIS coordinator and the client at a time that is mutually convenient.

Advise the client that they may submit the complaint in writing. See T-33 Client Complaint Form. Follow the process for written complaints below. Record all details of the complaint at the earliest available time and submit to the NDIS Coordinator.

NDIS Coordinator will record the complaint and resolution in the Issue Register in Brevity.

Written complaints

All complaints should be submitted in writing and referred to the NDIS coordinator for investigation. If the complaint involves the NDIS coordinator or the client feels that the NDIS coordinator is not the appropriate person to handle the complaint, refer the matter to the Hands & Feet General Manager.

Written complaints can be submitted to the NDIS Coordinator via either:

- email, feedback@handsandfeet.com.au, or
- through the website, <https://handsandfeet.com.au/ndis/feedback-complaints/>.
- Please let a Hands & Feet employee know if you need help submitting a written application.

The complaint should include the following information:

- The complainants name (Unless they want to remain anonymous),
- Complainants relationship to Hands & Feet, ie. Participant, Guardian, Worker etc.,
- Contact details,
- A brief outline of the complaint

Upon receiving a written complaint, the NDIS coordinator or General Manager should aim to provide an acknowledgment with in two (2) working days and a resolution within fourteen (14) working days.

How complaints are addressed

This outlines the processes undertaken to ensure that all complaints are addressed in an appropriate manner.

- A visual diagram of the process is at the bottom of this policy, visually showing the process.
- All complaints should be handled and resolved immediately, wherever possible, using the following processes:

Upon receiving a complaint, the NDIS Coordinator should:

- The NDIS Coordinator should gather the details about the complaint and contact the complainant to collect more information regarding the complaint.
- Once the complaint has been handled the NDIS Coordinator will contact the complainant with information regarding the resolution of the complaint.
- If the Complainant is happy with the resolution, the complaint will be recorded in the Issue Register in Brevity. If the complainant is unhappy with the resolution the complaint will be referred to the board.

The response can come in four different ways depending on the situation:

- Acknowledge
 - An acknowledgment that that there is an issue and that the complaint has been addressed.
- Answers

- Answering your queries about our organisation and helping you to better understand why we have made past decisions.
- Actions
 - Rectifying the situation to ensure that it will not occur again, depending on the situation this could look quite different.
- Apologies
 - An apology from either Hands & Feet as an organisation or from an individual worker.

Support

During the complaints handling procedure, the client has the option to use an advocate to assist in the complaints procedure in accordance with our advocacy and support policy. Clients also have the option to select a Hands & Feet worker as a key contact person to assist in managing their complaint.

Assistance and translators are available if you need help in the complaints procedure.

Helping us improve services

Hands & Feet believes that complaints and feedback can be used to help improve the services that we offer. Therefore, we welcome and encourage clients to give us feedback or complaints regarding the quality of our services, without the risk any negative repercussions.

All complaints will be submitted to the board for review to ensure that all Hands & Feet policies and procedures are current and effective.

Criminal Activity

In the event that a complaint is made regarding criminal activity, a report will be made to the police for further investigation. Hands & Feet will assist police in investigating reported criminal activities.

Privacy and Confidentiality

Hands & Feet will comply with their privacy policies and procedures.

Any complaints that we receive will be handled confidentially by the NDIS coordinator and any relevant parties, including the board.

Appeals and seeking outside assistance

If the complaint cannot be resolved internally or you do not wish for the complaint to be dealt with by Hands & Feet, the complaint can be taken to an outside agency.

One option could be to seek support from the NDIS Commission, they deal with the quality of NDIS service providers.

NDIS Commission
1800 035 544

<https://www.ndiscommission.gov.au/participants/complaints>

Seeking Feedback

Hands & Feet recognises that necessity of collecting feedback in improving the quality of our services. Hands & Feet will collect feedback in the same ways that they collect complaints and grievances. Hands and Feet encourage clients and staff to send in constructive feedback to ensure that we are providing the best possible service.

Hands & Feet are looking for feedback on the following things:

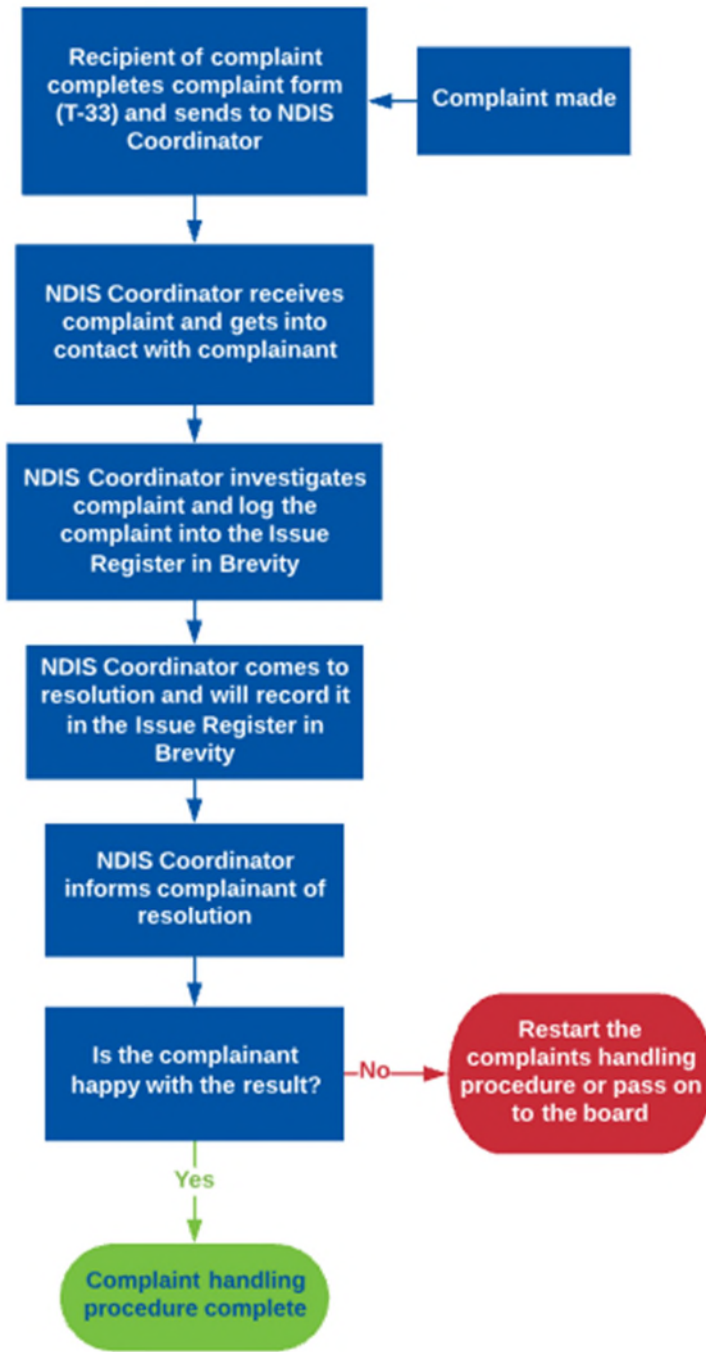
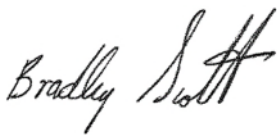
- Policies- Are they effective and up to date?
- Our Service- Is there any way that we could improve the services that we deliver to you?
- Our Team- Have our team members been meeting your expectations in their work?

Issue Register in Brevity

All complaints and feedback will be added to Issue Register in Brevity. The register will show potential patterns of complaints allowing for an easier analysis of complaints with the organisation. All records will be kept for a minimum of 7 years.

Related documents

T-33 Client Complaint Form
Issue Register in Brevity software
Rights Policy

1 May 2019

Signed: Bradley Scott – General Manager

Date