

## **Compliments, Suggestions and Complaints Procedure**

### **Expected Outcome**

The Service Stakeholders will be aware of the importance that St George Community Transport (STGCT) places on Service User input. Team Members will be aware of the correct procedure to encourage input and complaints.

### **Training Requirements**

All Team Members

### **Procedure**

Feedback from Service Users is important in ensuring that services are continuing to meet their needs and for planning appropriate services.

### **Compliments & Feedback**

Compliments are an important part of Service User feedback and can assist STGCT to identify:

- The success of service development actions
- Team Members are providing quality services
- Trends in feedback
- Successes in enablement approaches to service delivery
- Qualitative as well as quantitative data for use in planning.

Compliments & feedback will be recorded in the Logiqc QMS system. As much as possible the Service User's own words should be used.

### **Complaints/Suggestions**

An important source of feedback is Service Users' complaints and these are welcomed and encouraged by the STGCT.

All Service Users will be made aware of their right to complain and the use and availability of advocates. Service Users will be assured that they have a right to complain about the service they are receiving without fear of retribution and that they can expect complaints to be dealt with promptly. The process for making a complaint is included in the Service User's Information Handbook. The Executive Officer and Managers will take steps to ensure that Service Users feel comfortable to continue accessing the service after making a complaint by following up any actions with the Service Users, to make sure they were happy with the process.

The Service User has the right to use an advocate of their choice to negotiate on their behalf with Team Members. This may be a family member or friend, or an agency such as the Older Person's Rights Service or Disability Rights Service

Team Members will be trained to take note of Service Users concerns and act promptly so that they are addressed as part of service monitoring before concerns become a complaint.

Person/s affected by the complaint will be fully informed of all facts and given the opportunity to put forward their case.

Compliments, Feedback, Complaints and Suggestions can be made:

- Verbally or in writing to head office
- Contacting the Manager/ Executive Officer – verbally or in writing.
- Responding to questionnaires and surveys
- Attending Service User forums, meetings or planning days; or
- Contacting external complaints agencies such as the NSW Ombudsman, the Older Person's Rights Service or Disability Rights Service.

### **Informal Complaints**

Informal complaints should be dealt with by the Team Members receiving the feedback unless it involves acts of misconduct, negligence or potential breach of the Duty of Care to the Service User. As much as possible Service Users' requests for an informal complaint not to be taken further should be respected. At times an informal complaint may wish to be discussed as a suggestion. Informal complaints/suggestions are recorded on Logiqc QMS .

### **Formal Complaints**

Formal complaints are recorded in Logiqc QMS. The feedback is to be completed by the person receiving the complaint. Service Users are encouraged to raise their complaint with the Team Member concerned in the first instance.

Team Members that have had a concern or complaint expressed to them must document the matter and/ or enter it in Logiqc QMS. Team member must also discuss matter with their Manager/ Supervisor. The Manager/ Supervisor will oversee documentation, records and process relating to the complaint.

If the Service User is not satisfied with the outcome negotiated with the Team Member/ Manager, they may contact the Executive Officer directly, or use an advocate to negotiate on their behalf. The Service User complaint will be dealt with within 10 days of the complaint being made. The Service User will be informed of the outcome of their complaint and asked for their feedback on the complaints procedure.

If the Service User is not happy with the outcome, the Service User may raise the issue with the President of the Governance Body. The President will take the complaint and investigate accordingly, keeping the Service User updated regarding progress (every 5 working days). The President will inform the Executive of his investigations and the Executive will make a determination. That determination will be advised in writing to the Complainant within 14 days of the complaint being received by the Chairperson/ President.

If after approaching the above people, the issue is still not resolved, the Service User will be referred to the NSW Ombudsman.

## **Confidentiality of Complaints**

All attempts should be made to ensure that any complaints made to the Service are treated in such a way to ensure confidentiality. The Service User's permission will be obtained prior to any information being given to other parties that it may be desirable to involve, in order to satisfactorily resolve the complaint.

## **Documents to be completed and/or related to this procedure**

- Logiqc QMS- record feedback
- Complaints Flowchart
- Compliments, Complaints & Suggestion Procedure
- Service User Information Handbook
- Advocacy Policy

## **Corresponding Policy**

- Compliments, Complaints and Suggestions

## **Relevant Standards**

### **Home Care Standards**

1. Effective Management
3. Service User Rights & Responsibilities

### **Disability Service Standards**

1. Rights
4. Feedback & Complaints
6. Service Management