

## **Compliments, Complaints & Suggestions**

### **Policy Statement**

St George Community Transport (STGCT) respects each person's dignity by promoting the rights of individuals to give compliments, complaints & suggestions to assist the STGCT to improve. STGCT regards feedback as opportunities for service improvement.

### **Policy Protocols**

STGCT will process Service User feedback promptly, fairly, confidentially and without retribution.

Complaints will be treated in confidence and will not be discussed with anyone who does not have a genuine responsibility for resolving the issue.

STGCT will respect a Service Users right to use an advocate to provide input and/or make a complaint and will negotiate with the advocate to resolve the issue(s) promptly.

All compliments, complaints & suggestions will be recorded on Logiqc QMS as appropriate.

Service Users who choose to discontinue a service, due to dissatisfaction, will be advised that they may access the service at a future date.

STGCT will ensure that Service Users are not discriminated against or the subject of retribution due to making a complaint.

STGCT will ensure Team Members are trained to encourage and support Service Users right to provide feedback.

### **Related Procedures**

- Service User Rights and Responsibilities
- Service User Compliments, Complaints and Suggestions
- Advocacy

### **Relevant Standards**

#### **Home Care Standards**

1. Effective Management
3. Service User Rights and Responsibilities

## **Disability Service Standards**

1. Rights
3. Individual Outcomes
4. Feedback & Complaints
6. Service Management