

Compliments, Complaints & Suggestions Policy

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.

Definition

Complaint: An expression of dissatisfaction with a service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected.

Compliment: A polite expression of praise or admiration.

Suggestion: An idea or plan put forward for consideration.

Policy Applies to:

All team members

Policy Protocols

STGCT will process 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 complainant's 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.

Consumers 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 consumers 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 a consumer's right to provide feedback.

Improvements implemented as a result of feedback will be communicated to consumers.

Approach

STGCT maintains a positive approach to any complaints or suggestions and is committed to resolving complaints and reviewing suggestions that will create a noticeable improvement in consumer satisfaction, staff satisfaction and satisfaction amongst the community.

STGCT will also ensure that a complainant is able to:

- Make a complaint anonymously about supports or services provided
- Receive a response directly and quickly unless a further investigation is required
- Access relevant documentation easily to make a complaint or suggestion
- Receive support when making a complaint or suggestion
- Receive support and assistance to raise a complaint with the NDIS Commission

- Ensure their complaint is provided to the Board if the complaint is in relation to the Chief Executive Officer.
- Make an internal complaint without any threat to their employment.

Referring Complaints

Complaints will be referred or notified to other bodies if required by law.

Related Documents

- doc_138 Service User Rights and Responsibilities
- doc_139 Compliments, Complaints and Suggestions Procedure
- doc_144 Complaints Flowchart
- doc 281 Advocacy Procedure
- doc_427 Reporting Notifiable Incidents Policy and Procedure
- Aged Care Charter of Rights & Responsibilities
- NDIS Charter of Rights

Relevant Standards

Aged Care Quality Standards

1. Consumer Dignity & Choice
6. Feedback & Complaints

NDIS Practice Standards

1. Rights and Responsibilities
2. Provider Governance and Operational Management