

POLICY 29	FEEDBACK AND COMPLAINTS
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Applies to: Whole of Organisation
Specific responsibility: Chief Executive Officer
Definitions: Refer to Schedule of Definitions <i>complaints, stakeholders, procedures, volunteers</i>

Version: 1
Date approved: 26/11/2015
Next review date: 23/08/2018

POLICY STATEMENT

Social Futures is committed to fostering a service culture that encourages open and honest communication, addresses concerns and complaints and actively records and utilises feedback.

We utilise feedback to monitor service quality and effectiveness, inform organisational reviews, service planning and continuous improvement, and as a source of ideas for developing new services and activities.

We will:

- foster a service culture that encourages open and honest communication
- inform people who use our service about the various ways to provide feedback
- protect the right of people who use our services and other stakeholders to provide feedback and to make complaints about all aspects of our work
- make it easy and safe for people to provide feedback in a range of ways including anonymously
- record, analyse and report information arising from feedback and use it to improve services.

All staff and volunteers working with people who use our services and other stakeholders are responsible for ensuring they are familiar with feedback procedures and for accepting and reporting feedback.

We are committed to ensuring that any person using our services or affected by our work, their families, carers or advocates have the right to lodge a complaint or to appeal a decision and to have their concerns addressed with equity, accountability and transparency. We will report complaints to the Board in accordance with our documented systems.

We ensure our complaints and appeals management procedures are simple, welcoming and easy to use. We will provide support to individuals who make a complaint or raise concerns where required, and take proactive measures to prevent repercussion or disadvantage. We provide options for review or appeal including information on external appeal bodies.



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Policy context: This policy relates to	
Standards or other external requirements	Australian Service Excellence Standards C.8.1, C.8.2 Family Relationships Services Standards 11 National Home Care Standards 1.4, 3.3 NSW Disability Services Standards 4 NSW Good Practice Guidelines 3.1
Legislation or other requirements	<i>Refer to Table 1 (Legislation)</i> Privacy Act 1988 (Clth) Company Act 2009 (NSW) Community Services (Complaints, Reviews and Monitoring) Act 1993 (NSW) Ombudsman Act 1974 (NSW)

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Two years	Chief Executive Officer	Board

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	31/07/2014	Board	26/11/2015
2	26/11/2015	Board	27/04/2017
3			

DOCUMENTATION

Documents related to this policy	
Related policies	Values, Vision and Purpose Strategic Planning Program and Project Planning Privacy and Confidentiality Information and Knowledge Management Risk Management Communication Collaboration Continuous Quality Improvement Responsive Service Delivery Monitoring Performance
Related procedures	Practice Framework



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	Refer Policy and Procedure List
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