

DOCUMENT HRP014

Compliments and Complaints Policy

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30.03.16	30.03.19	Management Team	Initial Issue

1. REFERENCES

National Standards for Disability Services (also compliant with HSQF)

Standard 1. Rights: The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

Standard 4. Feedback and Complaints: Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

Standard 6. Service Management: The service has effective and accountable service management and leadership to maximise outcomes for individuals.

2. COMMUNITY CONNECTION'S POSITION

Individuals and families are valued for their contribution to the growth and development of Community Connection Incorporated. Any compliments, suggestions or complaints will be used to improve the way that Community Connection Incorporated provides support.

3. COMMUNICATION

Community Connection Incorporated will implement methods for all stakeholders to communicate their ideas, concerns and issues so that each individual can have the best opportunity to achieve their individual goals.

Compliments will be logged in the Compliments and Complaints Register.

4. COMPLIMENTS

Individuals and families will be encouraged to provide positive feedback when they are happy with the support provided.

5. SUGGESTIONS

Individuals and Families will be encouraged to offer suggestions on how Community Connection Incorporated could improve the support provided.

6. RAISING ISSUES

Community Connection Incorporated will encourage people to raise issues or concerns as they arise; this allows any problems with the service to be promptly rectified. Community Connection Incorporated will ensure that our complaints procedure is in an easily accessible format and is provided to all people supported.

It is acknowledged that in many cases, Individuals and their families who have a concern may simply desire the opportunity to discuss the matter with a receptive listener. In such circumstances this informal feedback is unlikely to progress to a formally raised complaint.

All workers will receive education and training in listening to concerns in order to effectively evaluate the appropriate action that needs to be taken. The staff of Community Connection Incorporated will act to address concerns and endeavour to ensure that transgressions are not repeated.

7. COMPLAINTS BY INDIVIDUALS, THEIR FAMILIES AND FRIENDS

Community Connection Incorporated acknowledges that the individual, their family any other person in their life or a member of the community can identify a problem and may raise an issue or concern. Formal complaints by these parties can be made verbally or in writing.

8. COMPLAINTS BY WORKERS

Community Connection Incorporated expects that staff will address concerns directly with the person involved if possible. If this is not possible or appropriate for some reason, they are to raise their concerns with their Supervisor who will address the issue.

Staff members will be expected to submit formal complaints in writing.

9. ADDRESSING COMPLAINTS

Community Connection Incorporated will treat complaints seriously and will act promptly, in consultation with the individual and/or family to rectify any poor service. Community Connection Incorporated aims to improve its overall performance by learning from any complaints.

People who submit a complaint will not suffer any adverse consequence as a result.

All complaints will be dealt with in a fair, impartial and unbiased manner in accordance with the principles of natural justice and within the timeframes outline in our **Complaints Procedure**.

10. REPORTING COMPLAINTS OF MISCONDUCT

When Community Connection Incorporated (management and staff) becomes aware of an allegation of misconduct (under Queensland or Federal Legislation) we are obligated to report promptly to the relevant external agencies, such as the Queensland Police Service, Department of Communities, Office of the Public Guardian etc.

11. RECORDING AND FILING COMPLAINTS

All complaints will be logged in the Compliments and Complaints Register. Any information relating to a complaints process is strictly confidential and the access to this information is confined to employees/persons who are required to obtain and/or use this information.

Community Connection Incorporated will keep records of all formal complaints and their related investigations within our Compliments and Complaints Register File on a secure computer.