

# Complaints and Feedback

Effective: 01/07/20    Doc Ref: BPP-DS-004    Revision No: 001    Date Reviewed: 01/07/20

Related Forms    **Complaint Form**

Related Documents    **Complaint Pictorial, Welcome Pack**

Related Policies    **Continuous Improvement, Advocacy**

**Policy & Procedure**

**Bethel Lifecare**

## 1. Introduction

Bethel Lifecare views feedback and complaints as a way to help us improve our services and create greater service user satisfaction and outcomes. Our Complaints and Feedback management process ensures that problems you have with Bethel Lifecare supports, services, practices, decisions and policies are valued and listened to respectfully, taken seriously and dealt with promptly and in ways that are culturally appropriate. Your concerns will be treated confidentially, as a priority, keeping you fully informed and we are committed to working with you towards a satisfactory resolution.

## 2. Purpose

The purpose of this policy is to outline how people are able to provide feedback and make complaints about any aspect of Bethel Lifecare and the process that we will take to address and/or respond to the complaint without prejudice. We welcome general feedback as part of our Participation and Inclusion and Quality Improvement processes and we treat complaints seriously and in line with the NDIS Complaints Management and Resolution Rules 2018.

## 3. Scope

This policy applies to all stakeholders of the organisation including: Participants, families and carers, contractors, other service providers and members of the community.

Issues raised by staff would generally be dealt with under our Staff Grievance Policy, however from time to time staff may raise issues or provide feedback that is best dealt with under this policy.

## 4. Policy

Bethel Lifecare is committed to managing complaints in an accountable, transparent, timely and meaningful way and in the most direct way possible. Bethel Lifecare encourages and supports the rights of our participants, their families/carers and stakeholders to lodge and pursue any complaint in relation to any aspect of Bethel Lifecare or its operations.

The organisation is committed to the following complaints management principles:

- assisting people to make a complaint in whatever way is meaningful for them and in a language or communication method that is appropriate to the participant;
- complaints can be lodged without fear of retribution;

- full protection of confidentiality and privacy of complainants;
- complaints are assessed fairly, objectively and professionally;
- we are committed to openness and accountability;
- complaints are resolved in a timely manner;
- we ensure the application of procedural fairness and natural justice for all involved;
- we encourage the development of harmonious partnerships;
- integrate complaints information into the organisation's quality improvement process.

Bethel Lifecare expects that most complaints/feedback will be able to be addressed and responded to by the people directly involved or at middle management level, with only the most serious or unresolved complaints being dealt with by the General Manager. However, where complaints require investigation or a more formal review, we will ensure that sufficient resources are allocated as a means to ensure that complaints are proficiently managed and investigated and will only allocate suitably skilled and qualified employees or external consultants to investigate and manage complaints of that nature. If required Bethel Lifecare will refer to, or seek guidance from external agencies, such as the NDIS Commission or the Commonwealth Ombudsman.

Complaint Management stages include:

- acknowledgment of receipt of complaint
- complaint assessment;
- investigation of complaint;
- complaint response;
- communicating the decision; and
- complaint closed.

We have produced a complaints pictorial that outlines our policy and procedures in an easy to understand format. This is available in the Welcome Pack or upon request.

## **5. Procedures**

- a) Any individual, stakeholder or agency wishing to lodge a complaint against services, management or employees of Bethel Lifecare will be provided with information regarding the organisation's Complaints Management policy and process. Any complaint will be heard respectfully, confidentially and with a willingness to assist complainant.
- b) Each participant and/or their family/carer can determine how their complaint will be made and when and where the complaint will be made.
- c) Information will be provided in a format that is easily understood, in an appropriate language, in an appropriate communication method and considered effort will be provided to ensure complainant is fully informed regarding the Complaint Management process. A third party on behalf of another person may lodge complaints, if their permission and consent has been given. This includes the use of advocates.

- d) The participant and/or their family/carer can to nominate a staff or management member of their choice at the service as their key contact regarding the complaint.
- e) Bethel Lifecare will afford all complaints the highest standard of confidentiality. Complaint matters will only be discussed with those on a need to know basis and will not be a matter of discussion between any other individuals. All documentation will be retained in a secure place and in compliance with our Privacy policy and State and Federal legislation.
- f) All staff will handle complaints with:
- courtesy and encouragement;
  - sensitivity to the needs of complainant;
  - understanding and in a supportive manner
  - efficiency and effectiveness;
  - timeliness- complaints received will be formally acknowledged within two (2) days of receipt and the complaint resolved within thirty (30) days where possible;
  - empathy – understanding other’s feelings and perspective of issues involved;
  - open and non-judgemental communication;
  - information regarding details regarding external support agencies that may assist them with complaints resolution if required. Some of these bodies are listed in this policy.
- g) The following details relating to the complaint will be documented in Bethel Lifecare Complaints Register.
- nature of complaint;
  - Time of incident, place and those present;
  - witness responses;
  - findings and outcomes.
- h) Complaints will be resolved within a practicable timeframe – ideally the organisation will diligently work to resolve the complaint within thirty (30) working days of receipt. Persons who have lodged complaint will be regularly updated and advised of progress within agreed intervals (e.g. weekly). If it is perceived that a delay may be experienced, this delay will be clearly articulated in writing to complainant.
- i) Investigation of complaints will not be conducted by a person about whom a complaint has been made.
- j) Bethel Lifecare will undertake to fully inform any employee that is the subject of a complaint of the nature of the complaint and of the process being implemented to resolve complaint. If required, the employee concerned will be provided with a seven (7) day timeframe in which to submit a written response and/or seek further advice.
- k) If a complaint is received that alleges criminal activity or provides information about possible criminal activity, it must be referred to the General Manager or Operations Manager immediately. The General Manager or Operations Manager will contact the police or other relevant authorities.
- l) Individual or parties with a complaint may make contact with the following bodies should the complaints remain unresolved or at any time in the complaints process. These may include:

### **The NDIS Commission**

Ph: 1800 035 544

Email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

Website: <https://www.ndiscommission.gov.au>

### **Human Rights and Equal Opportunity Commission (CTH)**

Phone: (02) 9284 9600

Complaints Infoline: 1300 656 419

Privacy Hotline: 1300 363 992

TTY: 1800 620 241

Website: [www.hreoc.gov.au](http://www.hreoc.gov.au)

### **National Disability Abuse and Neglect Hotline**

A hotline for reporting or complaining about the abuse or neglect of a person with a disability at home, in the community, or in any other location.

Free call: 1800 880 052

TTY: 1800 301 130

National relay service: 1800 555 677

Fax: 02 9318 1372

Website: [www.disabilityhotline.org](http://www.disabilityhotline.org)

### **National Disability Complaints Resolution and Referral Service (CRRS)**

For people with a disability who wish to make a complaint about their rights being infringed in a disability employment service or by a disability advocacy service.

Free call: 1800 880 052

TTY: 1800 301 130 (free call)

National relay service: 1800 555 677

Fax: 02 9318 1372

Website: [www.crrs.org.au](http://www.crrs.org.au)

### **People with Disability Incorporated**

For people with a disability who wish to make a complaint about their rights being infringed.

Phone: (02) 9370 3100

Free call: 1800 422 015

TTY: (02) 9318 2138

TTY: 1800 422 016 free call

Fax: (02) 9318 1372

Website: [www.pwd.org.au](http://www.pwd.org.au)

Email: [pwd@pwd.org.au](mailto:pwd@pwd.org.au)

## **6. Complaints Management**

The Bethel Lifecare complaints reporting process is part of the organisations commitment to implementing our Continuous Improvement and Quality Management Systems. As part of its ongoing commitment to effective reporting processes Bethel

Lifecare will maintain all complaint information in accordance with our Privacy and Confidentiality policy.

Adopting this complaint reporting process assists Bethel Lifecare in reviewing service performance, progress against implementing our quality requirements, meeting the Standards and the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018. All complaint details are treated with privacy and confidentiality.

### ***6.1 Complaints Relating to Abuse and Neglect***

Bethel Lifecare takes reports of abuse and neglect very seriously. It is mandatory for any report of abuse or neglect reported to Bethel Lifecare by staff, participants, families, carers other stakeholders or members of the public to be reported by Bethel Lifecare to the Police, The NDIS Commission and to any relevant external agency. Any reports of abuse or neglect reported are to be immediately forwarded to the General Manager. Direct reporting to the Police or the NDIS Commission will be the responsibility of Senior Management (i.e. General Manager or Operations Manager).

### ***6.2 Advocacy and support for people using the service***

People who access supports and services provided by Bethel Lifecare have different types of support networks. Some people have families who are closely involved in their lives or others may be reliant on legally appointed guardians to make particular decisions for them. On other occasions people are represented by advocacy services and for some participants these advocates are their only support network. Should a participant or the family/carer require support with engaging and advocate Bethel Lifecare will assist them with the process.

An advocate must represent the best interests of a person, and in the absence of a family member or any other person having a close relationship with the person, may be the contact person for issues or complaints made by or relating to the person.

## **7. Responsibilities**

The General Manager is responsible for approving and monitoring the implementation of this policy.

1. The General Manager and Operations Manager are responsible for ensuring that:

- all stakeholders are aware of and understand their rights and responsibilities in relation to the making a complaint and managing a complaint.
- all employees, managers and students have been provided with training in relation to this policy as required.
- ongoing support and guidance is provided to all employees in relation to implementing this policy.

2. The Operations Manager is responsible for ensuring that:

- all complaints and feedback are dealt with and recorded in accordance with this policy.
- Complaints and feedback data is analysed annually and used to inform our continuous improvement and quality management systems.

- they attempt to resolve and address any complaints or issues raised with them in line with their authority.
  - referring any serious complaints to the General Manager immediately.
  - supporting all services users and staff to understand and implement this policy.
3. All employees are responsible for ensuring that:
- viewing complaints and feedback is seen as an opportunity to improve the organisation.
  - they attempt to resolve and address any complaints or issues raised with them in line with the policy.
  - are aware of and understand this policy and procedures and seek clarification if they do not understand.
  - they follow the policy and procedures outlined in this policy.
4. Participants, families, carers and other important stakeholders are responsible for:
- Using this complaints process to raise issues with the organisation.

## **8. Communication**

Communication about this policy should be implemented in a way that suits each person with regard to their cultural background e.g. use of an interpreter or easy to read documents and in a method that best suits the participant.

This policy will be:

- communicated to participants and their family/carers and the key internal and external stakeholders of Bethel Lifecare;
- communicated to Bethel Lifecare staff through induction and professional development opportunities;
- accessible through Bethel Lifecare.

## **9. Policy Review**

This policy will be reviewed in consultation with stakeholders every 3 years.