

Document No.	4011	Compliments, Complaints and Feedback Policy & Procedure 
Revision No.	1.9	
Review Date	01 May 2022	
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1.0 Revision History

Revision Date	Revision No.	Change	Responsible Position
8 Mar 2013	New	Supersedes Complaints Management Document No. 4011 transitioned to CNWQML	
20 Aug 2013	1.1	Policy approved	
1 Jul 2015	1.2	Policy transitioned from trading as CNWQML	
22 Sep 2015	1.3	Added RACGP & ISO standards and changed to reflect Medical Practice in Normanton	
3 May 2016	1.4	Policy review in line with ISO standards	Quality Manager
15 Aug 2018	1.5	Policy review	Quality Manager
06 Feb 2019	1.6	Contact details updated	Quality Manager & Aged Care Manager
19 Jun 2019	1.7	Aged Care and NDIS compliance updates	Quality Manager
11 Nov 2019	1.8	Inclusion of Consumer feedback survey	Quality Manager
26 Aug 2020	1.9	Updated to reflect NDIS Stage 1 Audit recommendations	Quality Manager

2.0 Persons Affected

All employees, external stakeholders and clients of North and West Remote Health (NWRH).

3.0 Policy

NWRH is committed to providing high quality health care directly to clients and indirectly through mutually beneficial partnerships with key stakeholders. This policy aims to ensuring all compliments, complaints and feedback are managed in a consistent and timely manner.

All feedback will be considered and managed with respect for the individual's confidentiality in sensitive matters and the right to provide feedback without any fear of reprisal. All feedback is viewed as an opportunity for improvement and not as an attempt to place or apportion blame.

NWRH believes that welcoming feedback and clearly documenting such assists in our:

- ongoing dedication to providing client centered, accessible, available and friendly services
- continuous and rigorous review and improvement to service delivery
- commitment to respect and integrity
- privacy and confidentiality
- continuity of care
- communication & interpersonal skills of clinical staff

This policy and its procedure relates to clients and stakeholders feedback. Any compliments, complaints or feedback that NWRH staff receive is managed through TICKIT and internal reporting lines as stipulated in NWRH organisational structure and grievance policy where applicable.

4.0 Definitions

Feedback for the purpose of this document the term will encompass compliments, complaints and general suggestions given to NWRH.

5.0 Procedures

Providing compliments, complaints and feedback is encouraged at all time from all parties having contact with NWRH. To facilitate this 'Compliments, Complaints and Feedback Forms' (in various formats) will be available in NWRH facilities and on the intranet 'Tardis'. Collection boxes will be readily available for the receipt of these forms at each of our locations.

Team Leaders for each place will be responsible for nominating a delegate to ensure feedback boxes are emptied, recorded in TICKIT and addressed in line with the processes outlined in this policy.

Compliments

- Staff Member receiving compliments should acknowledge and thank the person extending the compliment
- Where sufficient detail is available to do so, inform the Team Leaders and specific staff members that the compliment has been received
- Record the Compliment in TICKIT.

Complaints

- If receiving a complaint verbally, staff should respectfully listen to and acknowledge the complaint.
- If the complaint pertains to a circumstance that can be explained or corrected immediately the complaint should be addressed at the time it is expressed.
- Generalised feedback that is not an explicit complaint should be addressed following the complaints process to ensure that improvements are made where possible.
- If unable to correct the complaint immediately report to Line Manager and if the Complainant is present inform them that you are doing so and request permission for the appropriate staff member/s to contact the complainant for further information or clarification as required.
- Line Managers are responsible for reviewing and correcting factors contributing to the complaint and ensure that these changes are implemented and documented.
- Line Managers are to offer any staff mentioned in a complaint the opportunity to respond to the complaint as part of the review.
- All matters where client harm has been reported must be considered to be of a serious nature and escalated immediately; please refer to serious reportable complaints section.
- All complaints should be responded to in writing if personal details are available to do so utilising form 4011C within three (3) days of receipt of complaint.
- Complaints should be entered into the Compliments and Complaints Register in TICKIT to allow for ongoing review of service provision and continuous quality improvement.
- Anonymous complaints can be made via the Feedback section of the NWRH Website (www.nwrh.com.au/feedback) – the complainant can leave their details blank.
- Where required, complaints will be reported to the funding bodies as per the funding agreement.
- At the completion of the complaint resolution process, the complainant should be contact to explain: the decision, the information considered that led to the decision, any actions taken and what to do if the client disagrees with the decision (refer to relevant outside bodies)
- All progress, including the final outcomes and any external referrals to outside bodies, should be documented in the 'Incident Diary' section of the complaint in TICKIT.

All client complaints are investigated, resolved and closed within the following specified timeframes:

Low	Medium	High
30 Days	30 Days	20 Days

All compliments and complaints are reported through to the Senior Executive Group for review of action taken via the monthly Quality Report.

Consumer Feedback Surveys

Our clients opinions and feedback are one of the most essential components for the sustainability and growth of our business and are considered important throughout the customer lifecycle. NWRH facilitates a bi-annual consumer feedback survey in April and October each year.

What is being monitored and measured:

- Services
- Access
- Timeliness
- Professionalism
- Brand Awareness
- Cultural protocols

The methods for monitoring, measurement, analysis and evaluation:

1. Electronic - Survey Monkey; Facebook, LinkedIn, email
2. Paper - Mail out
3. Telephone

The survey is housed on Survey Monkey: <https://www.surveymonkey.com/r/NWRHclientfeedback> and a PDF version can be found on TARDIS > Support Centre > Forms > Health Services > 4011A

Clients who take part in the survey are eligible for an incentive – refer to 4011B Terms and Conditions.

A final analysis report is provided to the Senior Executive, Community and Stakeholder Engagement Committee and the Board.

Any Quality Improvement Activities identified from the survey will be recorded and managed in TICKIT as per the Quality Policy (NWRH Quality Manual).

Serious reportable complaints

Any complaint that claims client harm, significant and unjustified deviation from clinical guidelines or unlawful acts by a staff member is to be considered as a serious complaint and must be reported immediately to the Team Leader who then reports to the relevant Executive Manager or Chief Executive Officer (CEO) for urgent review and action. Refer also to 2008 Incident Reporting and 4043 Client Abuse, Neglect and Exploitation.

Staff registered under Australian Health Practitioners Regulatory Authority (AHPRA) are bound by the mandatory reporting requirements under the relative health board rules stipulated by their profession. The recording of a complaint pursuant to a staff member's professional conduct and NWRH undertaking an internal review to address raised concerns does not override individual obligations under these or any other obligations under Commonwealth or State legislation or regulations.

External Complaints

While NWRH will attempt to resolve all complaints through our internal processes all clients will be advised of the option to refer to the external body should they not be satisfied with the response they have received from NWRH

▪ **Aged Care**

Consumers, residents and their families may also choose to provide complaints to the **Aged Care Quality and Safety Commission**. They can be contacted via:

Online: <https://www.agedcarequality.gov.au/online-complaints-form-open>

Telephone: free call 1800 951 822

- [Translating and Interpreting Service \(TIS\)](#) - 131 450
- [Aboriginal Interpreter Service \(AIS\)](#) - 1800 334 944

In writing:

Aged Care Quality and Safety Commission

GPO Box 9819

Brisbane 4000

Consumers, residents, their families and carers can also provide feedback about the quality of care and services they have received, to inform an audit or quality review of an aged care service. This information helps the Commission in accrediting, assessing and monitoring Australian Government funded aged care services against quality standards. This is a separate service to lodging an official complaint about an aged care service.

Telephone: free call 1800 951 822 and select option 2 or ask to provide feedback on an aged care service.

Email: Audit.Feedback@agedcarequality.gov.au

▪ **National Disability Insurance Scheme**

NDIS Participants have the right to complain or provide feedback about the safety and quality of NDIS Supports and Services to the **NDIS Quality and Safeguards Commission**. They can be contacted via:

Telephone: 1800 035 544

Online: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

- [Translating and Interpreting Service \(TIS\)](#) – 133 677
- [National Relay Service](#) and ask for 1800 035 544

▪ **Qld Human Rights**

You can make a complaint no matter where you live in Australia. You can contact the commissions national information service by phone on 1300 656 419 or by email to infoservice@humanrights.gov.au

You can make a complaint online at www.humanrights.gov.au/complaints/make-complaint

For any further information visit: www.humanrights.gov.au

6.0 References:

- 2008 Incident Reporting
- 2014 Quality Manual
- 4043 Client Abuse, Neglect and Exploitation
- 4011A NWRH Consumer Feedback Survey
- 4011B Consumer Feedback Incentive T&C
- 4011C Acknowledgement of Complaint Letter template
- 7227 APH Suggestion Form
- AS/NZS ISO 9001:2015 Quality management systems – Requirements; 9 Performance Evaluation and 9.3 Management Review
- Australian Health Practitioner Regulatory Board,
- Terms of Business for NDIS Registered Providers
- Aged Care Quality and Safety Commission www.agedcarequality.gov.au
- NDIS Quality and Safeguards Commission www.ndiscommission.gov.au
- Queensland Human Rights Acts 2019