



KSGAC Compliment and complaint management policy

Policy statement

Compliments, complaints and other forms of feedback provide KSGAC with valuable information on levels of client satisfaction and provide an organization with an opportunity to improve upon all aspects of service.

Feedback that is recorded and handled effectively will provide valuable information in identifying areas for improvement, coordinating a consistent approach for resolution, reducing the potential for future complaints and allow for reporting and efficient allocation of resources.

Resolving complaints at the earliest opportunity in a way that respects and values the person's feedback, can be one of the most important factors in restoring the client's confidence about our service. It can also help prevent further escalation of the complaint. A responsive, efficient, effective and fair complaint management system can assist an organization to achieve this.

What our organization does:

KSGAC provides advocacy and support to members of the Stolen Generation from the Kimberley region of Western Australia as well as:

- Link Up Service:
- National Redress Scheme

Definitions:

Complaint – Australian Standard AS/NZS ISO 10002:2014 Guidelines for Complaints Management in Organisations defines a complaint as an 'expression of dissatisfaction made to or about an organization, related to its service, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required'.

Compliment - expressions of **praise**, encouragement or gratitude about services funded, contracted, regulated or provided. They provide valuable feedback about the level of satisfaction with service delivery. It may be about an individual staff member, a team or a service

KSGAC Guiding principles supports:

- People understanding their rights and responsibilities
- Information on the compliment and complaint management process being easily accessible
- Increased satisfaction of clients in the management of their compliments and complaints
- Staff to demonstrate an awareness of feedback, compliment and complaint management processes
- Staff to develop the range of skills and capabilities required to manage compliments, complaints and feedback
- An organisational culture that is focused on effective, person-centred complaints resolution and utilising feedback for continuous improvement

Visibility and accessibility

KSGAC compliments and complaints management process will be visible and accessible to individuals and:

Explain how and where to make a compliment or complaint, including an anonymous complaint

Ensure our website has information on how to lodge a compliment or complaint

Considered specific needs of individuals and/or barriers they may experience

Explain how KSGAC will manage a complaint and the expected timeframe for resolution

Support individuals to identify and seek their preferred outcome

Responsiveness

The compliments and complaints management process responds by:

Promoting service user rights, particularly those with special support needs, so they can actively participate in the compliments and complaints process

Inform and train staff to use the compliments and complaints management system

Support the individual to seek the most appropriate resolution

Ensure there is clarity about the requested outcome

Provide a respectful, valuing and informative acknowledgement

Actively listen, empathising and acknowledging when the service was not the best it could have been

Monitor timeframes for a resolution

Communicate with all relevant parties about the progress of the resolution of the complaint.

Assessment and investigation

KSGAC compliments and complaints management process have mechanisms in place to:

Assess complaints for severity, safety, complexity, impact and the need for immediate action

Collect adequate and appropriate information

Protect the privacy and confidentiality of the information

Determine who and at what level the complaint should be dealt with

Enable complaints to be considered independently, fairly and objectively

Feedback

KSGAC compliments and complaints management process have strategies in place to:

Explain what happened and why, what can be done to fix the issue, and who will do it, how we will communicate our progress and how we will check things are on track.

Explain the reasons for the decision

Provide an apology where the organisation has failed to meet its service obligations

Where an apology is provided, ensure it is sincere, and accepts responsibility for what occurred and the impact

Explain the circumstances without making excuses, and summarise the key actions that will be taken

Provide regular updates to the complainant if the resolution is delayed

Notify the complainant of alternative complaint resolution pathways and review mechanisms

Follow up with complainants to determine the effectiveness of the outcome, where appropriate.

Improvement focussed

KSGAC complaint management system will gather and record feedback and other information to:

- Meet any statutory, policy or procedural reporting requirements
- Improve the training and capabilities of complaint management staff
- Analyse the complaint data and identify complaint trends for performance improvement
- Monitor the time taken to resolve complaints
- Notify service providers as part of a continuous quality improvement approach.

Service excellence

KSGAC compliment and complaint management system and resolution process is a part of a quality culture where compliments and complaints are an opportunity for improvement through:

Positive attitudes towards dealing with feedback, compliments and complaints and respect for the person who has raised the matters

Values that reinforce the commitment of the organisation to quality service delivery and encouragement for provision of feedback on what is and what isn't working

A clear statement that no one will be adversely affected as a result of making a complaint or a complaint being made on their behalf

A policy that enables the compliment and complaint management system to address and investigate issues relating to all employees, including senior management.

A commitment to continued training and development of the capabilities of compliment and complaint management staff

A commitment by the organisation's leadership to an effective compliments and complaints management process as part of a robust quality improvement framework.

