

PROCEDURE		FEEDBACK MANAGEMENT PROCEDURE	
Related Section:	Support		
Related Policy/s:	Feedback Matters Policy		
PURPOSE			
<p>The purpose of this procedure is to outline the steps and responsibilities for undertaken to promote, receive, respond and resolve any feedback.</p> <p>The process fosters a transparent, open, fair and timely manner aimed for a satisfactory resolution for all involved and enables us opportunity to learn and improve.</p>			
SCOPE			
<p>This procedure covers complaints and compliments provided by participants, their family/ representative, staff, Participant Committee, other agencies, stakeholders and members of the public. Any person or parties providing a complaint, compliment, has the right to withdraw their feedback at any time.</p> <p>Feedback can be raised through a variety of ways which include but are not limited to, verbal, written, electronic, satisfaction surveys, meetings, forums and other communication options for receiving feedback.</p> <p>This procedure does not cover staff grievances related to an individual's employment or employment conditions. These types of grievances are managed through the People, Culture &amp; Learning processes, the respective management and the relevant acts of legislation.</p>			
DEFINITIONS			
<p><b>Comment-</b> A remark expressing an opinion or reaction to something which may not be a direct compliment, feedback and/or complaint. These are often information regarding faults, misunderstandings, confusion and/or opportunities which we can consider and investigate.</p> <p><b>Complaint-</b> An expression of disapproval with a behaviour and/or the provision of a service or product including how the previous complaint was handled for which responses or resolutions is explicitly or implicitly expected.</p> <p><b>Compliment-</b> An expression of approval and/or acknowledgement of a behaviour and/or service provision provided by a service, program area and/or staff.</p> <p><b>Feedback-</b> Information sent to an entity (individual or group) about its behaviour or performance so the entity may adjust its current and/or future behaviour to achieve a desired result. It is an ongoing and open two-way communication between Participant, Staff and two or more parties.</p> <p>We acknowledge services may not always meet with everyone's expectations and not all complaints raised can be resolved to the satisfaction of all involved.</p> <p>Feedback is the opportunity to keep improving the service or product in the future and it will be handled in a professional, transparent, confidential, respectful, responsible and sensitive manner. A person or group providing feedback has the right to withdraw their feedback without fear of retribution or harassment.</p>			
PROCEDURE			
<p>Four key principles for Feedback:</p> <ul style="list-style-type: none"><li>• Receive it – You receive feedback and you read it accordingly</li><li>• Acknowledge it – You acknowledge the feedback to begin the improvement process</li></ul>			

- Act on it – You act on the feedback seriously and in a responsible manner to ensure improvements, ideas and complaints can be made to make sure the service is good for everyone to use in the future.
- Resolve it – You need to let the person/ organisation providing the feedback know we take feedback seriously and improvements have been made to make it a safe workplace for people to come to in the future

Every person has the right to provide feedback, and especially a complaint, have it treated seriously and addressed in a timely, confidential and respectful manner.

#### Staff

- Prior to commencement and service provision provide participants and/or their representative with information regarding the feedback processes along with any type of committees facilitated by Alkira,
- Provide information in a way and format which is suitable and understandable by the person or their representative,
- Explain how complaints can be made anonymously and to ensure it is confidential. However, this may make it more difficult to be fully resolved,
- Reassure the people who provide feedback that making a complaint will not affect them or the services provided to them. It is also a simple process so Alkira knows that improvements need to be made,
- If a staff member is recording feedback on behalf of a participant, ensure it is read back to them and obtain their agreement/ permission to progress to the next step,
- Where a complaint or compliment can be resolved locally and at the time, take relevant actions and seek their approval,
- Written feedback (compliments & complaints) must be forwarded to line Management and Quality via [feedback@alkira.org.au](mailto:feedback@alkira.org.au) to ensure feedback is monitored,
- Verbal complaint or compliment:
  - Encourage/ assist person to provide in writing or typed feedback to their manager to pass on to the Quality team,
  - If they do not wish to provide in writing, seek permission from the person to escalate/ forward the feedback to management for action,
  - Explain a complaint of a serious nature may need to be discussed and/or escalated to management regardless of any concerns they may have.
- Where a person, staff, group or their representative requires assistance in providing feedback, staff may either directly assist, direct them to an external advocate or support them to discuss with management. If needed, they have the right to access an interpreter, qualified AUSLAN interpreter/ tactile interpreter, staff will be made available to assist them in any issues,
- Clarify the process for managing feedback, potential timeframes and when they need to expect a follow up date from the management team,
- Ensure appropriate privacy, confidentiality, any special requests of person and documentation are managed appropriately in a respectful manner,
- Explain complaints can be made directly to the NDIS Quality & Safeguards and the Disability Royal Commission.

#### Service Manager/House Coordinator

- Upon receiving feedback review seriousness, type and consider relevant follow up actions appropriate to them.
- For complaints, formally acknowledge receiving complaint within five business days with them and clarify process to be taken using the following guide:
  - Thank you for providing feedback.
  - We apologise for any inconvenience this has caused you.
  - We will be looking into the matter and someone will be in contact with you to further discuss the matter and we will aim to have this resolved within 30 business days.
- Explain to person they may engage a support person at any time to assist them with issues regarding feedback resolution,
- As relevant resolve locally or escalate based on seriousness,
- Ensure Quality has received copy of feedback and acknowledgement for monitoring and tracking purposes via [feedback@alkira.org.au](mailto:feedback@alkira.org.au).

#### Senior Management

- In consultation with person, appropriate staff, management and as relevant external supports, review circumstances and events,
- If required discuss with Chief Executive Officer (CEO),
- As necessary, engage internal and/or external supports to assist with the situation,
- Where an investigation is required, engage a suitably trained and impartial staff member to undertake investigations consistent with the incident management process and the standards of Alkira,
- Support and participate in any relevant follow up and review activities,
- Where opportunities for improvement identified, ensure these are implemented consistent with continuous improvement process,
- Within 30 business days of a complaint opening, discuss outcomes and communicate in writing with person. For serious feedback, this may require CEO input to provide feedback to person or group,
- If complaint resolution exceeds 30 business days, communicate and discuss with person, staff and as relevant CEO,
- As appropriate, communicate outcomes with any relevant key stakeholders or sponsors,
- As necessary, ensure staff receive appropriate support, education and assistance is available to them,
- If a complaint does not reach an agreed resolution, consult with person or group to either develop amicable solution or provision of information regarding alternative external supports available to them; such as Departments or Advocate services,
- Close feedback and notify Quality via [feedback@alkira.org.au](mailto:feedback@alkira.org.au) of outcome.

#### Investigating/ review person

- Review complaint information that was received in a sufficient manner,
- Ensure or acknowledge to the complainant their complaint has been received and is being addressed accordingly,

- Initiate a review/ investigation as per the incident management procedural standards,
- Provide the final report with any recommendations to Senior Manager and CEO,
- As relevant, provide and meet with complainant regarding investigation outcome.

#### Quality

- Record feedback on feedback register, monitor timelines for completion and report outcomes,
- As requested, provide support and assistance with managing, investigating and/or resolution processes,
- Provide relevant reports and updates to internal and external stakeholders immediately,
- Securely store any feedback and ongoing investigation information received in a confidential way to ensure it is private.

### REFERENCES - INTERNAL

- Feedback Matters Policy.
- Incident Management Procedure.
- Quality and Safeguards Framework and associated processes.

### REFERENCES - EXTERNAL

- NDIS Quality & Safeguards Commission.
- NDIS Quality & Safeguards Practice Standards.

### REVIEW

Alkira at its own discretion reserves the right to change the policy and procedure in line with relevant legislation, organisational needs and review schedule. This document remains current until next reviewed.

If this policy can be improved, please submit a suggestion for improvement to the Quality Department using the [Improvement Matters Form](#) on the Alkira staff intranet or email [feedback@alkira.org.au](mailto:feedback@alkira.org.au)

### VERSION CONTROL

<b>Authorised By:</b>	Chief Executive Officer
<b>Procedure Owner:</b>	General Manager Quality and Practice
<b>Date of Approval:</b>	02/10/2023
<b>Next Review Due:</b>	02/10/2026

