

POLICY	FEEDBACK MATTERS POLICY (Compliments, Complaints & Comments)
Related Section	Support
PURPOSE	
<p>The purpose of this Policy is to provide all participants, families, employees and stakeholders of Alkira the opportunity to provide feedback including compliments, complaints, comments or suggestions for improvement to the organisation. Our aim is to provide an environment where people feel free to speak openly about positive and negative experiences and have these addressed in a fair, equitable and transparent way.</p>	
SCOPE	
<p>Every person has the right to provide feedback in the form of a compliment, complaint, comment or suggestion for improvement and have it addressed within a reasonable timeframe. Feedback assists us in understanding what we are doing well and provides opportunity for us to reflect, acknowledge, and continuously improve and enhance the quality of our services. All feedback will be responded to appropriately in a timely, confidential and respectful manner.</p> <p>Feedback can be expressed in a variety of ways including verbal, in writing or any other way that suits the needs of the person providing the feedback such as using a communication device or arranging a third party to assist the communication.</p>	
DEFINITIONS	
<p>Comment- A remark expressing an opinion or reaction to something which may not be either a direct compliment, suggestion or a complaint. There is information regarding faults, confusion, misunderstandings and/ or opportunities which we can consider and investigate.</p> <p>Complaint- An expression of disapproval with a behaviour and/ or the provision of a service or product, including how the previous complaint made by the consumer or a group of parties was handled and also for which a response or resolution is explicitly or implicitly expected.</p> <p>Compliment- An expression of approval and/ or acknowledgement of behaviours and/ or service provision provided by a service, program area and/ or staff that is achieved under current standards.</p> <p>Feedback- 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 target. It is an ongoing and it is also an open two-way communication between two or more parties.</p> <p>Grievance- A perceived wrong, real or imagined which could lead to a complaint. These are often easily resolved at the time raised.</p>	

PRINCIPLES

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.

Feedback is an opportunity of continuously improving a service or a product and will be handled in a professional, transparent, confidential, respectful and sensitive manner. A person providing feedback has the right to withdraw their feedback, suggestion or complaints at any time without fear of retribution or harassment.

Alkira commits to the following key principles for complaints:

- A program which is accessible to participants and other key stakeholders through clear and effective communication methods. The information provided will be easy to understand and will clearly articulate the right to complain, how complaints can be made, who they can be made to, and how any complaints will be handled.
- Be respectful and value the experience of participants in responding to their complaint in a way that suits their particular needs, wishes and circumstances. In fulfilling our role, we will try to achieve the best possible outcomes for the person providing a complaint.
- Provide responsive assistance to people who raise feedback and ensure relevant parties are informed of the progress of any complaints. Our responses will focus on addressing the issues raised in complaints, and not on assigning blame. In the event service expectations are not met, an investigation will be undertaken to determine and resolve the issues.
- Being accountable, transparent and accepting responsibility for the actions, decisions and outcomes made and making sure we take them on board.
- Striving to do our best and continually seek ways to improve how we do things. In doing this we will seek to promote an inclusive and safe workplace as well as a positive learning culture with the aim of ensuring complaints, suggestions and compliments are seen as vital to our commitment for continuous improvement.
- Acting on complaints quickly, effectively, appropriately and with time frames is important as it reflects the seriousness and nature of the feedback received.

REFERENCES - INTERNAL

- Continuous Improvement Procedure.
- Quality and safeguards framework and associated processes.
- Risk Management Framework.

REFERENCES - EXTERNAL

- NDIS 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

VERSION CONTROL

Authorised By:	Chief Executive Officer
Policy Owner:	General Manager Quality and Practice
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