

Feedback, Complaints, Grievance and Compliments Policy

Applies to all employees, board members, and clients of Koorana Child & Family Services Limited (Koorana).	Version: 3
Purpose: Outlines the process for providing, receiving, and managing feedback, complaints, grievance and compliments.	Date approved: 25 May 2022
	Next review date: 25 May 2024
	Approved by: CEO

Policy context: This policy relates to	
Standards or other external requirements	<ul style="list-style-type: none"> ▪ NDIS Framework ▪ NQS Framework ▪ National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 <ul style="list-style-type: none"> - Schedule 1 (Core Module) Item 7 – Freedom from violence, abuse, neglect, exploitation or discrimination - Schedule 1 (Core Module) Item 9 – Governance and operational management - Schedule 1 (Core Module) Item 11 – Quality management - Schedule 1 (Core Module) Item 12 – Information management - Schedule 1 (Core Module) Item 13 – Complaints management and resolution - Schedule 1 (Core Module) Item 21 – Responsive support provision - Schedule 1 (Core Module) Item 24 – Safe environment ▪ Australian Children’s Education & Care Quality Authority (ACECQA) – National Quality Standards
Legislation or other requirements	<ul style="list-style-type: none"> ▪ National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 ▪ Privacy Act 1988 ▪ Education and Care Services National Regulations 168 (2)(0)
Contractual obligations	All employees.

Documents related to this Policy	
Related Policies and Documents	<ul style="list-style-type: none"> ▪ Code of Conduct ▪ Whistleblower policy ▪ Conflict of interest policy ▪ Conflict of interest form ▪ Privacy, Confidentiality, and Information Management ▪ Feedback, Complaints, Grievance and Compliments

	Register ¹ ■ Feedback and complaints form
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Definitions
<p>Koorana: Koorana Child & Family Services Limited.</p> <p>Client(s): a child who participates or receives Koorana’s services, includes parents.</p> <p>Complaint: An expression of dissatisfaction made to or about Koorana, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.</p> <p>Compliment: An expression of praise or admiration made to or about Koorana, our services or staff, based on a lived experience. ‘Mission moments’, the practice to showcase achievements, outcomes and comments from participants and their families, often includes compliments.</p> <p>Dispute: An unresolved complaint escalated either within or outside of Koorana.</p> <p>Feedback: Opinions, comments, criticism, and expressions of interest or concern, made directly or indirectly, explicitly, or implicitly, to or about Koorana, about our services or complaint handling system where a response is not explicitly or implicitly expected or legally required. Includes complaints, grievances, and compliments.</p> <p>Feedback Officer: The person responsible for assessing, grading and managing feedbacks. The Head of People and Quality or the delegate is the appointed Feedback Officer.</p> <p>Grading: All feedback is graded in alignment with Koorana’s Risk Framework: 1 Insignificant; 2 Minor; 3 Moderate; 4 Major and 5 Catastrophic.</p> <p>Grievance: A clear, formal written statement by an individual staff member about another staff member or a work-related problem.</p> <p>Parent(s): the parent of a client, includes legal guardian.</p> <p>Staff: a person employed by Koorana, paid or unpaid, on a permanent or temporary basis, includes volunteers and contractors.</p>

1. POLICY STATEMENT

Koorana is committed to the highest standards of practice and conduct, and always endeavour improving the delivery of its services and workplace.

All persons have the right to provide feedback, make a complaint or compliment about Koorana. All **feedback** received will be used to improve the delivery of Koorana’s services and workplace. This Policy has the purpose to ensure a fair and transparent process for receiving and managing **feedback**. This policy outlines the process for giving, receiving, and managing **feedbacks**.

2. HOW TO GIVE FEEDBACK

Koorana encourages all persons to provide **feedback** about Koorana, **staff**, Koorana services and practices, and other matters.

Individuals may provide **feedback** to any **staff**, in in any format (in writing or verbally) and through all channels (e.g., in person, website, email, telephone).

Koorana encourages the use of the Feedback and Complaints Form (the **Form**), which can be submitted to feedback@koorana.org.au (the **Feedback Mailbox**), through Koorana's website. The use of Form reduces the likelihood of inaccuracies when recording verbal feedback, facilitates the follow up and assists with Koorana management of **feedback**.

Feedback may be anonymous. Koorana notes that anonymous **feedback** may create limitations to the assessment and investigation, e.g., obtaining more information, and follow up.

Individuals may use and interpreter or advocate to provide **feedback**. No individual will suffer consequences for providing **feedback**.

3. RECEIVING FEEDBACK

All **staff** is responsible for receiving **feedback**. **Staff** must provide the necessary support to any person wishing to provide **feedback** to Koorana.

i. Verbal feedback

If **staff** receives verbal **feedback**, the **staff** must record the **feedback** in writing within one working day and submit it to the **Feedback Mailbox**. The record of the **feedback** must contain all relevant information, including:

- Date
- Person providing the **feedback** and their relationship with Koorana
- Contact details
- Description of the **feedback**
- Circumstances that led to the **feedback**
- Recommendations (if applicable)

If the person providing the **feedback** wishes to remain anonymous, **staff** must de-identify the individual.

If the **feedback** relates to an event graded 3-5 under Koorana Risk Matrix, e.g., serious harm, misconduct, abuse, neglect, inappropriate behaviour, **staff** must contact the relevant Executive Leadership Team (**ELT**) member, People & Quality Team or the CEO immediately.

ii. Written feedback

Any person may provide written **feedback** to Koorana by:

- utilising the **Form**, available upon request or at Koorana's website
- Koorana's website Feedback page
- Email to any **staff** or **Feedback Mailbox**.

The **Form** may be submitted to the **Feedback Mailbox** or to any **staff**.

4. ASSESSING FEEDBACK

The Feedback Officer will receive all **feedbacks**. The Feedback Officer will classify the feedback into:

- Compliment or feedback
- Complaint
- Staff grievance

The **feedback** will be managed according to its classification and escalated as required.

a. Compliment or feedback

The Feedback Officer will:

- Acknowledge receipt of the feedback or compliment (if required)
- Follow up with the person providing the feedback or compliment informing of any steps taken to address the matter (if required)
- Share the feedback or compliment with the team (if applicable)
- record the feedback or compliment in the Feedback, Complaints, Grievance, Compliments Register (the **Register**).

b. Complaints

Koorana encourages **staff** to address and resolve minor complaints where possible (e.g., waiving cancellation charges). If **staff** is unable to resolve the matter, or the complaint relates to matter which consequences are graded moderate, major, or catastrophic under Koorana's Risk Matrix, **staff** must escalate the matter to the **Feedback Officer** or the relevant Executive Leadership member (**ELT**).

The **Feedback Officer** or the **ELT** will decide on an action plan to will:

- Acknowledge and consider all complaints
- Inform the complainant that they have a right to use an advocate (if applicable)
- Develop an action plan for investigating/assessing the complaint
- Investigate the facts relating to the complaint
- Speak to the persons involved/referred to in the complaint
- Assess/investigate the complaint objectively

- Make an impartial and unbiased decision about the complaint (if applicable)
- Keep all people involved/referred to in the complaint informed about the status and outcome of the assessment/investigation of the complaint
- Maintain the complaint confidential
- Identify areas for improvement
- Oversee the implementation of improvement measures

The **Feedback Officer** or the relevant **ELT** will prioritise the complaints according to their risk grade and risk level under Koorana's Risk Matrix. Complaints rated high or extreme risk will be escalated to the CEO.

The time for assessing and investigating complaints may vary depending on the seriousness of the complaint. Koorana will aim to complete the investigation/assessment of complaints within 28 days.

Koorana ask the complainant (where possible) to provide feedback on the management and outcome of the complaint. If the complainant is not satisfied the matter will be escalated to the CEO.

Koorana will also advise the complainant that they may lodge a complaint with the NDIS Quality and Safeguards Commission or the NSW Ombudsman's Office.

c. **Staff Grievances**

Koorana practices seek to ensure a safe and healthy environment for **staff**, and encourages **staff** to report any workplace issues, including harassment, health and safety issues, and inappropriate behaviour (e.g., discrimination or bullying).

Staff may report their grievances to their manager, ELT, People and Quality, the CEO.

Koorana encourages **staff** and their manager to communicate and resolve any matter amongst their team informally. If this is not possible, or if **staff** is not comfortable addressing the grievance with their manager, **staff** may file a grievance report. The grievance report should contain all information about the matter and must be submitted to the Head of People & Quality team.

The Head of People and Quality team will:

- Speak to staff to ensure the matter is understood
- Investigate/assess the matter
- Ensure the process is transparent, impartial, and unbiased
- Organise mediation procedure (if required)
- Keep staff informed of the status and outcome of the grievance

This assessment/investigation process may vary depending on the matter subject to the grievance. The outcome of the investigation/assessment of a grievance may result in the commencement of disciplinary action.

5. RECORDING FEEDBACK

The Feedback Officer will record all **feedback** in the Feedback, Complaints, Grievance and Compliments register (**the Register**).

6. REVIEW OF FEEDBACK

The People & Quality team is responsible for reviewing the Register periodically to identify patterns and areas for improvement. Improvement measures will be included in the Quality Improvement Register. The review of **feedback** will also include the review of the procedure for managing **feedback**.

7. STAFF SURVEY

The Head of People and Quality team will survey all Koorana **staff** every six months with the purpose of assessing the services provided by Koorana and **staff** satisfaction. The result of the staff survey will be used to identify improvement measures, which will be included in the Quality Improvement Register.

8. CLIENT SURVEY

The Head of People and Quality team will survey all Koorana clients every six months with the purpose of assessing the services provided by Koorana and client satisfaction. The result of the client survey will be used to identify improvement measures, which will be included in the Quality Improvement Register.

9. ESCALATION

All **feedback** will be rated under Koorana's risk matrix. **Feedback** rated high or extreme risk will be escalated to the CEO and presented to the Board of Directors at the earliest opportunity.

10. NOTIFICATION OF STATUTORY AUTHORITIES

Koorana will report to the relevant statutory authorities, e.g., NDIS Quality and Safeguards Commission or Department of Education, where required.