

Compliments, Complaints and Feedback Management Policy

Purpose

Youth Focus recognises the right of all of our stakeholders to provide feedback in the form of a complaint, compliment, or suggestion regarding any facet of their involvement with the organisation. Youth Focus also recognises the right of all stakeholders to receive appropriate information regarding the complaints process and to be informed of the outcome

Definitions

Complaints

A complaint is any written or verbal statement expressing dissatisfaction or concern regarding Youth Focus staff, service delivery, or terms of engagement or contract. The complainant can be the person actually alleging the dissatisfaction or a third party acting on behalf of another person. Complaints lead to improvements in the safety and quality of services.

Compliments

A compliment is an expression of satisfaction or commendation about Youth Focus.

Feedback

Information given by a service user, stakeholder or community member in relation to Youth Focus and may be in the form of an improvement, or recommendation.

Objectives

The goals of this policy and procedure are to ensure that all staff are aware of the processes in place to capture stakeholder feedback and to understand the organisations consistent approach to handling this feedback...

Having mechanisms in place to record and document stakeholder feedback ensures that relevant information is available to analyse the quality and effectiveness of our services and events.

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Scope

This policy is applicable to all employed and contracted staff providing direct or indirect services to Youth Focus clients and supporters.

Policy

Youth Focus's complaints management is guided by the following principles:

1. Visible- Youth Focus shall provide information on how clients can lodge a complaint, upon their entry to the service.
2. Accessible – Youth Focus stakeholders are able to provide feedback via telephone, on-line, written onto a feedback form or discussed face to face with staff.
3. Responsiveness
 - Vulnerable clients- Youth Focus must be flexible when dealing with complaints and be alert to the needs of vulnerable clients. Staff should show a readiness to deal with a guardian, friend, advocate or other person who acts on behalf of a complainant. That person's authority to act on the complainant's behalf could need to be verified if personal information is involved.
 - All complaints should, in the first instance, be directed to the relevant Manager. The Manager shall manage the complaint process. The Manager should contact the complainant by phone or in writing within three working days of receiving the complaint.
4. Taken seriously - In line with Youth Focus's "Client Rights and Responsibilities", all stakeholders, irrespective of their age or ability, have the right to make a complaint and have their feedback taken seriously.
5. Confidentiality – Youth Focus stakeholders have a right to expect that their privacy will be respected and their complaint will be investigated in private. Complaint information should be stored on a system that is separate from other recordkeeping systems. Access to the complaints database should be restricted to authorised staff. Except to the extent necessary, a complainant's identity or personal details should not be disclosed to other staff.
6. Investigation - Every reasonable effort should be made to investigate all the relevant circumstances and information surrounding a complaint.

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7. Customer-Focused Approach - Youth Focus adopt a customer-focused approach, be open to feedback including complaints, and show commitment to resolving complaints by its actions.
8. Resolution of complaint following an appropriate investigation - Youth Focus will offer a response. The decision or action taken to correct the issue or prevent it from re-occurring will be communicated to the complainant as soon as the decision or action is taken.
9. Accountability - Youth Focus will ensure that accountability for and reporting on the actions and decisions of the organisations with respect to complaints handling is clearly established.
10. Continual Improvement - the continual improvement of the complaints handling process and the quality of services is a permanent objective of Youth Focus.

Review & Responsibility

Complaints, Compliments and Feedback are escalated to the Executive Leadership Team responsible.

All will be added to the appropriate registers managed by the Quality Manager. Corrective Actions and Continuous Improvements will be recorded and tabled in the appropriate working groups.

POLICY SPONSOR	General Manager Finance and Corporate Services
INITIAL ENDORSEMENT	December 2012
LAST REVIEWED	February 2019
LAST AMENDED	February 2019
NEXT REVIEW DATE	February 2020

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Related Documents

	Client Rights and Responsibilities
	Reporting Serious Matters
	Complaints Management Policy - headspace National Office 2012
POLICIES/PROCEDURES	Compliments and Complaints Management Procedure
	<p>"Better Practice Guide to Complaint Handling" Commonwealth Ombudsman 2009 http://www.ombudsman.gov.au/docs/better-practice-guides/onlineBetterPracticeGuide.pdf</p> <p>AS ISO 10002 – 2006 Customer satisfaction—Guidelines for complaints handling in organizations</p> <p>"Are You Listening? Guidelines for making complaints processes accessible and responsive to children and young people". Commissioner for Children and Young People WA</p>
GUIDELINES	
FORMS	Nil
LEGISLATION	Privacy Act 1998

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