



Section	Quality
Procedure Title	Feedback and Complaints Procedure

RELATED POLICIES/DOCUMENTS

Feedback and Complaints Policy
Continuous Improvement Policy
Management of Incidents Policy

PURPOSE

To support clients, families, carers and community in providing feedback or to make a complaint about ConnectGV.

RESPONSIBILITIES

All ConnectGV Staff, Volunteers and Students on placements are responsible for assisting clients to make a complaint or provide feedback.

PROCEDURE

4.1 Receiving Feedback

ConnectGV welcomes information and feedback from clients, families, carers and community which will enable us to improve the quality of services we provide.

Feedback (both complaints and compliments) may be received by:

- Telephone
- In person (face to face)
- Via the ConnectGV website
- By email or
- Via Post
- By staff assisting a client to complete an Easy English “Client Complaint Form”
- Via an issue raised by a client at either a client meeting and / or a monthly feedback form

It is important that person providing feedback is heard and considered in how the matter is resolved. People need to be treated respectfully, courteously and sensitively. Information provided must be treated confidentially, unless the disclosure gives rise to possible allegations of criminal activity. If this occurs the Supervisor, Manager, Co-ordinator will then advise the person that the information must be reported to Victoria Police.

Most complaints can be resolved at the point of service through explanation, clarification and conciliation.

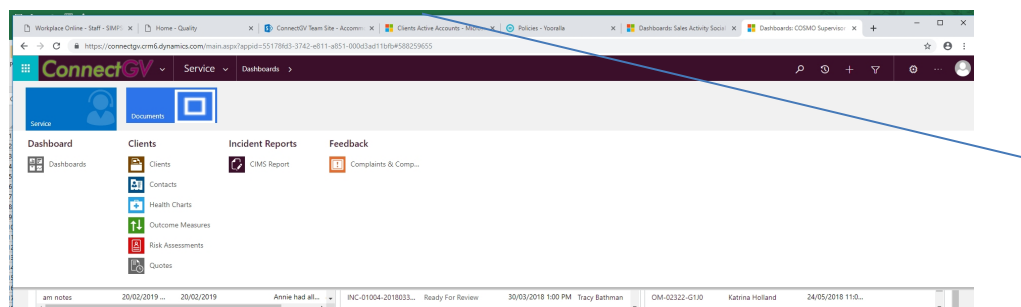
Section	Quality
Procedure Title	Feedback and Complaints Procedure

4.2 Recording Feedback

There is an Easy English form that staff can assist a client to fill in if required. Once completed ensure that Manager / Supervisor / Coordinator is notified and that the form is sent to Administration.

All feedback (compliments and complaints) must be documented on the Client Management System (COSMO). Staff are to refer to the “Basic Navigation of COSMO” handbook that is available on the ConnectGV intranet.

The Client Management System, COSMO – log complaints / compliments here



A summary template of complaints / compliments will be held by the Quality Safeguards and Innovation Manager and will be reported to the Quality Review Sub Committee on a quarterly basis.

4.3 Clients awareness of their right to complaint

Clients and or their families/advocates/guardians have a right to complain about the service they are receiving without fear of retribution and can expect their complaints to be dealt with promptly.

All clients are made aware of their right to complain, and are provided with ongoing support to understand the complaints procedure and the use and availability of advocates. On entry to ConnectGV, each client and / or their support person will be given:

- A copy of the Disability Services Commissioner’s, “It’s OK to Complain” brochure
- A client handbook which provides further information on contact details for the Disability Services Commissioner

Understanding the “it’s OK to complain” complaints process will be reinforced at client monthly meetings as well as by all ConnectGV sites having information available to clients and on display on noticeboards.

Section	Quality
Procedure Title	Feedback and Complaints Procedure

4.4 Rights and Responsibilities of Clients:

Clients can expect to:

- Be treated with respect, dignity and consideration for their privacy
- Have complaints treated as genuine and properly investigated
- Be given appropriate and easily understood information regarding the complaint process
- Be asked what outcome they are seeking from the complaint, to reach resolution.
- Have their complaint issues adequately addressed
- Participate in decisions about the management of their complaint
- Have personal information remain confidential within the complaint management process.
- Can decide at any stage of the complaint process, to get further help or advice from external agencies.
- Staff shall complete a client complaint record if they:
 - Have been requested to do so on behalf of a client
 - If a client reports something they are not happy with. Staff will assist client to complete client complaint record form and lodge the complaint on COSMO.

Outcome of a Complaint

The Supervisor/Co-ordinator/Manager will inform the complainant of the outcome of their complaint and asked for their feedback on the complaint handling process.

If the Complaint is not resolved

If the client, family, carer or community member is not satisfied with outcome of their complaint, they should contact the Chief Executive Officer of ConnectGV, or use an advocate to support them further.

If the complaint is still not dealt with satisfactorily/resolved or the complaint relates to the CEO, the client or their advocate should raise the issue with the President of the Board of Directors.

If this does not resolve the complaint, staff may assist you to contact the appropriate outside agency.

Section	Quality
Procedure Title	Feedback and Complaints Procedure

DEFINITIONS

Complaint is an expression of dissatisfaction made to or about an organisation regarding its staff, services or products that warrants response or resolution.

Compliment – is an employee, client, advocate, entity or member of the public who expresses their dissatisfaction about an organisation to either the organisation itself or an external body.

RELATED FORMS

Client Complaints Procedure (Easy English)

Client Complaint Form

Client Monthly Feedback Forms

Is it OK for people to complain about our organisation - for staff – external document

Complaints Culture Survey- family members/advocates – external document

Accountable	Chief Executive Officer
Responsible	Supervisors/Co-ordinators/Managers
Review Date	7 Feb 2023

Revision History

Version	Approved/ Amended/ Rescinded	Approval Date	Management	Committee/ Board	Document Reference
V1	Approved	6/05/2016	Management		Client
V2	Approved	5/01/2017	Management		Client
V3	Amended	7 Feb 2020	Management	CPAR	Quality