



# COMPLAINTS, COMPLIMENTS AND FEEDBACK POLICY AND PROCEDURE

<b>Policy Category</b>	Risk Management
<b>Authorised by</b>	CEO
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## COMPLAINTS, COMPLIMENTS AND FEEDBACK POLICY

### Purpose

Murray Mallee Aged Care Group values quality services, continuous improvement and employee, stakeholder and client satisfaction.

The MMACG Complaints, Compliments and Feedback Policy and Procedure supports MMACG's capacity to collect information from clients, employees, and stakeholders to facilitate continuous improvement and quality management processes.

### Policy Statement

The MMACG Complaints, Compliments and Feedback Policy and Procedure provides a safe, procedurally fair, confidential, and efficient avenue, in which clients, stakeholders and employees are encouraged and supported to give complaints, compliments and feedback.

MMACG will ensure that the complaint, compliment, and feedback process is accessible and facilitates anonymous submissions.

The person(s) who have raised the complaint, compliment or feedback will be involved in the investigation and resolution processes, if they wish to do so.

All complaints, compliments and feedback will be documented in the ACQA quality management platform to facilitate review and statistical analysis and ensure accountability.

### Definitions

#### Complaint

Received by a client, employee or stakeholder (complainant) and involves a process of investigation and resolution.

#### Feedback/Suggestion for improvement

Received by a client, employee or stakeholder who prefers the complaint to remain undisclosed to the party involved.



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Feedback requires investigation and resolution via alternative means; such as staff meetings/training.

## Compliment

Received by a client, employee or stakeholder; no investigation or resolution process is required.

## Responsibilities

**All employees** of MMACG are responsible for adhering to the Complaints, Compliments and Feedback Policy and Procedure.

### All employees have a responsibility to:

- Acknowledge, report, and document all complaints, compliments, and feedback received.
- Ensure that all clients are aware of their rights and are supported to make a complaint, compliment, or feedback if they require assistance.
- Ensure that all clients are aware of how they can make a complaint to an external body if they wish to do so.
- Keep all information confidential and only disclose if required by law, or if the disclosure is otherwise appropriate in the circumstances.

### All service consultants/managers have additional responsibilities to:

- Provide and explain this Policy and Procedure, and the associated Complaints, Compliments, and Feedback Form to all clients during the client intake process.
- Acknowledge, assess, and resolve all complaints, compliments, and feedback in a fair, efficient, and timely manner, in line with the principles of procedural fairness and natural justice. The client must not be adversely affected in the process.
- Take appropriate action in relation to all complaints, compliments, and feedback.
- Ensure that the client, and any person involved in a complaint or feedback is kept informed and involved in the investigation and resolution process.
- Review any decisions made in relation to a complaint, compliment, or feedback, if a review is requested by the client.
- Ensure detailed and transparent documentation of the complaint or feedback in the ACQA (Total Quality Manager) quality management system.
- Ensure that all employees are trained in the Complaints, Compliments, and Feedback Policy and Procedure.

### The executive management team and board of directors are responsible for:

- Oversight of all complaints, compliments, and feedback.
- Review of the complaints, compliments, and feedback management system and statistical data (every 12 months).



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- Maintenance of all documentation for a period of seven years.
- Reporting any requested information relating to complaints, to the Commissioner, if requested to do so by the Aged Care or National Disability Insurance Scheme (NDIS) Commissioner.
- Referral or notification to any other bodies, in accordance with any requirements under relevant commonwealth and state laws.

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### On receipt of a complaint:

- The person who initially receives the complaint must lodge the complaint in the ACQA system.
  1. Log into ACQA (Total Quality Manager)
  2. Select a site from the drop-down box at the top left of the page. This indicates what program the client is receiving services from. i.e. Regional/Metro/NDIS
  3. Go to 'Feedback' (left side panel)
  4. Select 'Complaints Form'
  5. Select 'Create New'
  6. Complete the Form as directed by the question's until you get to Question 7; 'Outline the issue(s) of concern, summarise the issue(s) raised by the complainant.' This section should contain details of the complaint made. *The 'complaint number' is the person's FULL name.*
  7. Save the form and ACQA will generate a complaint number i.e. 123654 in blue in the top left corner – take note of the complaint number.
- The person who initially receives the complaint must be lodge the complaint in the Home Care manager (HCM) system if the complaint is in relation to a client or a worker.
  1. Log into HCM
  2. Select the client (if the complaint is received from a client) or the worker (if a complaint is made about a staff member and the complaint is not received from a client).
  3. Go to the 'History' tab on the left
  4. Select 'New' bottom left → Mandatory Reporting → Complaint
  5. In the 'Description' tab write 'complaint' with the ACQA generated complaint number and a one-two word description of the complaint. *i.e. the initial entry may be: "complaint, #1254637, cancelled shifts". Additional entries related to the same complaint may read "complaint, #1254637, investigation", "complaint, #1254637, resolution"*
  6. Enter the date the complaint was received



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7. If a staff member is directly associated *with* a complaint made by a client, they must be added into the 'Worker' drop down box
  8. Click on the 'Document' tab and copy and paste the details of the complaint from ACQA
  9. Upload any associated hard copy documents i.e. the Complaints, Compliments and Feedback Form. Files will need to be scanned and in PDF form. This is done by clicking on attach new document under the details
  10. Press ok
- The person who initially received the complaint must email the clinical manager [heide@murraymallee.org.au](mailto:heide@murraymallee.org.au) (for regional complaint) or the business development manager [pkadis@murraymallee.org.au](mailto:pkadis@murraymallee.org.au) (for metropolitan complaints) with the details of the complaint and the severity of the complaint.

### Investigation of a Complaint

- The clinical manager (regional) or business development manager (metro) will investigate the complaint/delegate the complaint investigation process.

#### **The person responsible for the complaint investigation will:**

1. Investigate the complaint
2. Provide feedback to the complainant regarding the complaint investigation by phone or in writing
3. Provide opportunity for the complainant to have further input into the complaint investigation process
4. Provide information to the complainant regarding:
  - Aged Care Quality and Safety Commission (aged care clients)
    - Phone: 1800 951 822 (free call)
    - Online: <https://www.agedcarequality.gov.au/making-complaintlodge-complaint/online-complaints-form>
    - Post: Aged Care Quality and Safety Commission  
GPO Box 9819,  
Adelaide  
5000
  - NDIS Quality and Safeguarding Commission (NDIS Clients)
    - Phone: 1800 800 110
    - Online: <https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form>
    - Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)



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- Post: National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601
- 5. Implement all required actions to resolve the complaint
- 6. Document the investigation process

## Documentation and Resolution of a Complaint

- The person responsible for the investigation of the complaint is responsible for documenting all outcomes in the ACQA and HCM systems and closing off all complaints.

### ACQA

1. Open the complaint in ACQA
2. Enter the 'response date' at number 8
3. Provide a comprehensive summary of the complaint and all investigations carried out under 9. 'Summary of the investigations carried out'
4. Populate number 10. With all 'Actions taken following the investigation'
5. Populate Number 11-16 with the relevant information

### HCM

1. Log into HCM
  2. Select client
  3. Go to the 'History' tab on the left
  4. Select 'New' bottom left → Mandatory Reporting → Complaint
  5. In the 'Description' tab write 'Complaint Resolution' with the ACQA generated complaint number and a one-two word description of the content. *i.e. the initial entry may be: "complaint, #1254637, cancelled shifts". Additional entries related to the same complaint may read "complaint, #1254637, investigation", "complaint, #1254637, resolution"*
  6. Enter the date the complaint was received and the date the complaint was closed out in the 'review' date section.
  7. If a staff member is directly associated with the complaint, they must be added into the 'Worker' drop down box.
  8. Click on the 'document' tab and copy and paste the details of the complaint and complaint resolution from ACQA.
  9. Press 'ok'
- **All systemic issues should be reported to the WHS, Quality and Risk Manager for further follow up.**

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### On receipt of feedback/suggestion for improvement:

- The person who initially receives the feedback/suggestion for improvement must lodge the feedback/suggestion for improvement in the ACQA system.
  1. Log into ACQA (Total Quality Manager)
  2. Select a site from the drop-down box at the top left of the page. This indicates what program the client is receiving services from. i.e. Regional/Metro/NDIS
  3. Go to 'Feedback' (left side panel)
  4. Select 'suggestion for Improvement'
  5. Select 'Create New'
  6. Complete the Form as directed by the question's until you get to Number 3 'Raised By'. *The record number is the FULL name of the person who submitted the feedback/suggestion for improvement.*
  7. Save the Form and ACQA will generate a submission number i.e. 123654 in blue in the top left corner – take note of the submission number
- The person who initially receives the feedback/suggestion for improvement must be lodge the feedback/suggestion for improvement in the Home Care manager (HCM) system if the complaint is in relation to a client or a worker.
  1. Log into HCM
  2. Select the client (if the feedback/suggestion for improvement is received from a client) or the worker (if a feedback/suggestion for improvement is made about a staff member and the feedback/suggestion for improvement is not received from a client).
  3. Go to the 'History' tab on the left
  4. Select 'New' bottom left → Mandatory Reporting → Feedback
  5. In the 'Description' tab write 'Feedback' with the ACQA generated submission number
  6. Enter the date the feedback/suggestion for improvement was received
  7. If a staff member is directly associated with the feedback/suggestion for improvement, they must be added into the 'Worker' drop down box
  8. Click on the 'Document' tab and copy and paste the details of the feedback/suggestion for improvement from ACQA
  9. Upload any associated hard copy documents i.e. the Complaints, Compliments and Feedback Form. Files will need to be scanned and in PDF form. This is done by clicking on attach new document under the details
  10. Press ok

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- The person who initially received the feedback/suggestion for improvement must email the clinical manager [heide@murraymallee.org.au](mailto:heide@murraymallee.org.au) (for regional feedback/suggestion for improvement) or the business development manager [pkadis@murraymallee.org.au](mailto:pkadis@murraymallee.org.au) (for metropolitan feedback/suggestion for improvement) with the details of the details of the feedback/suggestion for improvement.
- The clinical manager (regional) or business development manager (metropolitan) will decide how feedback will be given to staff (if applicable), complete the documentation process in ACQA, undertake follow up if required, and close the feedback/suggestion for improvement.
- The clinical manager (regional) or business development manager (metropolitan) will enter in details of the feedback/suggestion for improvement into the HCM system.

### On receipt of a Compliment:

- The person who initially receives the compliment must be lodge the compliment in the ACQA system.
  1. Log into ACQA (Total Quality Manager)
  2. Select a site from the drop-down box at the top left of the page. This indicates what program the client is receiving services from. i.e. Regional/Metro/NDIS
  3. Go to 'Feedback' (left side panel)
  4. Select 'Compliment'
  5. Select 'Create New'
  6. Complete the form as directed by the question's until you get to Number 5 'Summary of the compliment.'  
*Compliment number is the FULL name of the person who submitted the compliment.*
  7. Complete 'Number 5', save the form and ACQA will generate a submission number i.e. 123654 in blue in the top left corner – take note of the submission number
- The person who initially receives the compliment must be lodge the compliment in the Home Care manager (HCM) system if the compliment is in relation to a client or a worker.
  1. Log into HCM
  2. Select the client (if the compliment is received from a client) or the worker (if a compliment is made about a staff member and the compliment is not received from a client).
  3. Go to the 'History' tab on the left
  4. Select 'New' bottom left → Mandatory Reporting → Compliment
  5. In the 'Description' tab write 'Compliment' with the ACQA generated submission number and a one-two word description of the content
  6. Enter the date the compliment was received
  7. If a staff member is directly associated with the compliment, they must be added into the 'Worker' drop

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down box.

8. Click on the 'Document' tab and copy and paste the details of the compliment from ACQA
  9. Upload any associated hard copy documents i.e. the Complaints, Compliments and Feedback Form. Files will need to be scanned and in PDF form. This is done by clicking on attach new document under the details
  10. Press ok
- The person who initially received the must email the clinical manager [heide@murraymallee.org.au](mailto:heide@murraymallee.org.au) (for regional compliments) or the business development manager [pkadis@murraymallee.org.au](mailto:pkadis@murraymallee.org.au) (for metropolitan compliments) with the details of the details of the compliment.
  - The clinical manager (regional) or business development manager (metropolitan) will decide how feedback will be given to staff (if applicable), complete the documentation process in ACQA, undertake follow up if required, and close the compliment.
  - The clinical manager (regional) or business development manager (metropolitan) will enter in details of the compliment into the HCM system.

<b>Policy Owner:</b>	WHS Quality & Risk Manager
<b>Related Policies:</b>	Incident Management Policy and Procedure MMACG Code of Conduct Quality Management System Risk Management Open Disclosure Policy and Procedure
<b>Related Forms:</b>	Complaints, Compliments and Feedback Form
<b>Related Standards:</b>	Standard 6: Aged Care Quality Standards Outcome 15: NDIS Practice Standards and Quality Indicators
<b>Legislative Reference:</b>	<i>Aged Care Act 1997</i> <i>National Disability Insurance Scheme Act 2013</i>
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