

Section 7.1: Feedback and Complaints

Purpose:

This policy provides guidance to Moree Family Support Service (MFS) staff, Board members, students and volunteers in receiving and responding to complaints and managing other comments or feedback from clients and stakeholders.

Scope:

This policy applies to all Staff, Clients, Management, Volunteers, and Management Committee

Policy Statement:

Moree Family Support recognise that clients and stakeholders need avenues to give feedback or raise complaints with the organisation and are entitled to have their concerns addressed in ways that ensure access and equity, timeliness, accountability and transparency.

Reference:

SHS NQF Standard 1: Promoting, upholding and exercising rights
Community Services (Complaints Reviews and Monitoring) Act 1993

Definitions:

Feedback is the process or a specific instance of providing information to the organisation about any aspect of its service, program and activities.

Complaint is any written or verbal statement outlining a problem or concern involving the organisation.

Procedure:

Moree Family Support Inc. welcomes information and feedback from clients, services and the community that will enable it to improve the quality of our services. Clients, community and stakeholders should be made aware of their right to complain, and should fully understand the complaints procedure and the use and availability of advocates.

Clients, stakeholders and the community have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with fairly and promptly. The Manager should take steps to ensure that the person making the complaint feel comfortable to continue accessing the service after making a complaint.

Information on the complaints procedure of Moree Family Support Inc. is to be included in service brochure and MFSS Website and explained to clients at the time of assessment.

The client has the right to use an advocate of their choice to negotiate on their behalf with the staff and/or management of Moree Family Support Inc.. This may be a family member or friend, or an agency such as the NSW Ombudsmen's Department.

All complaints are to be recorded on the Complaints Record Form which is to be completed by the Manager. *Complaints Form (Form 7.1)*.

Person/s affected by the complaint should be fully informed of all facts and given the opportunity to put their case.

Complaints Procedure

1. Clients, community members and stakeholders are encouraged to raise their complaint with the staff member concerned in the first instance.
2. If the person making the complaint is not satisfied with the outcome, or not happy to discuss the issue with the staff member concerned, they should contact the Manager, or use an advocate to negotiate on their behalf.
3. If the issue is still not satisfactorily resolved, the person lodging the complaint should raise the issue with a member of the Management Committee.
4. If after approaching the above people, the issue is still not resolved, the client can complain to the Department of Family & Community Services or the NSW Ombudsmen Department
5. The person making the complaint should be informed of the outcome of their complaint and asked for their feedback on the complaints procedure.
6. MFSS will record all complaints and review for consistency in content
7. All Complaints will be relayed to committee through monthly meetings

Confidentiality of Complaints

As far as possible, the fact that a client has lodged a complaint and the details of that complaint should be kept confidential amongst staff and manager directly concerned with its resolution. The client’s permission should be obtained prior to any information being given to other parties which it may be desirable to involve in order to resolving the complaint satisfactorily.

Related Documents:

Human Resources Management Policy
 Staff Performance Management and Development Policy

Reviewing and approving this policy		
Frequency	Person responsible	Approval
2 Years	Manager	Committee

Policy review and version tracking			
Review	Date approved	Approved by	Next review date
1			
2			
3			