

## Feedback, Compliments and Complaints Policy and Procedure

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### Policy and Procedure

This policy and procedure is intended to provide participants and workers information on how they can provide feedback, compliments, and complaints about any aspect surrounding LifeOn Holistic Way. The discussion will be had to determine the most appropriate method to address or respond to it. However, any issue that arises from a LifeOn Holistic Way worker, it will be the responsibility the CEO/Director or Management, to conform to a solution strategy. If required, LifeOn Holistic Way may refer to the Disputes and Grievances Policy and Procedure for further assistance.

This extends to all workers and meets relevant laws and regulations and standards.

### Definitions

<b>Grievance</b>	A real or imagined formal complaint, especially unfair treatment.
<b>Compliant</b>	A statement that something is unsatisfactory or unacceptable. – in this policy and procedure, a complaint will be identified as a minor issue, that can be settled promptly and will not involve a detailed investigation.
<b>General Complaint</b>	An expression of dissatisfaction with LifeOn Holistic Way’s actions, policies, procedures, processes, charges, employees, agents or services.
<b>Notifiable Complaint</b>	A complaint that <b>alleges a breach of the Education and Care Services National Law Act and/or Regulations.</b>
<b>Compliment</b>	A polite expression of praise or admiration.
<b>Implementation</b>	Information about reactions to a product, a person's performance of a task, etc. which is used as a basis for improvement.

### Policy

LifeOn Holistic Way abides by the Human Resource Policy and Procedure, ensuring workers are aware of rights and appropriate workplace behaviour. This is crucial to attempt to uphold an environment flooding with positive feedback and compliments and limited complaints. This policy and procedures encourage LifeOn Holistic Way’s workers and participants to voice any concerns or positive comments they may have regarding individuals, facilities, services etc. Any comments made in relation to LifeOn Holistic Way will be utilised to improve their overall company.

The purpose of this policy is to ensure all workers of LifeOn Holistic Way understand and acknowledge what is expected of them when delivering services of care. Workers should aim to adhere to and enforce the rights and responsibilities of the participants. This ensures the operations implemented within LifeOn Holistic Way’s framework reflect the best interests of the participant.

In addition to this, this policy aims to ensure all workers of LifeOn Holistic Way have adequate knowledge, skills and resources to manage feedback, complaints and compliments, accordingly effectively.

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### **CEO/Director Responsibilities**

- Primary accountability for this policy and procedure
- Performing internal/external audits
- Internal reviews
- External audit schedule.

### **Worker Responsibilities**

- Record feedback, complaints or compliments
- Receive constructive criticism where required
- Observe and monitor overall operation as well as personal operation
- Remain honest and truthful when completing a complaint form, survey or feedback form
- Encourage participants to complete a complaint form or feedback form when required
- Provide any personnel wishing to complete a form with the correct and most up to date document at LifeOn Holistic Way
- When corrective actions are put into place, ensure full endorsement
- Ensure privacy and confidentiality is always upheld
- Maintain respect to all persons filing a complaint or feedback form
- If the worker receives the form, pass it onto LifeOn Holistic Way's CEO/Director in an appropriate and timely manner.

### **Management Responsibilities**

- Implementing training for this policy and procedure
- Undertake performance reviews annually
- Recognise future needs
- Review efficiency of LifeOn Holistic Way
- Ensure privacy and confidentiality is always upheld
- Promote acknowledgement of all complaints quickly (within 1 working day)
- Ensure consultation with participant regarding acknowledgement and desired outcome if named
- Respect anonymous complaint or feedback forms and conduct Management in the same manner as a named form
- Respond to participants with a clear outcome or decision
- Implement any Correct Action Requests if required
- Should any systemic issues arise, conduct a thorough internal assessment or review
- Priorities complaint form resolution in lieu of harm and risk reduction
- Begin the resolution pathway or nominated to another personnel
- Investigate any brought forth issues
- Review alteration in service provision or care
- Praise workers or Management when positive feedback is provided.

### **Procedure**

LifeOn Holistic Way understands and recognises the importance of ensuring all participants, families, advocates, representatives and other relevant personnel obtain the essential information in a way that is easily comprehensible to the participants and others. LifeOn Holistic Way will offer all persons a variety of ways to access the information documented in LifeOn Holistic Way's Participant Handbook, Participant Charter and the Feedback, Compliments and Complaints Form. These documents will contain all the relevant information on how to effectively manage feedback and complaints, as well as information on how participants should lodge feedback, compliments or complaints.

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In addition to this, LifeOn Holistic Way will ensure to display the relevant information within the facility of LifeOn Holistic Way to ensure it is easily accessible to all persons. Workers are able to obtain a copy of these documents upon request. All complaints, compliments and feedback will be addressed during team meetings, in which the Continuous Improvement Plan will be utilised to make the necessary modifications that would better suit the participants, workers and operations of LifeOn Holistic Way.

Feedback and complaints will be treated confidentially and will only be addressed directly with the individuals involved. All details regarding feedback and complaints will be maintained in a secure manner in accordance with LifeOn Holistic Way's Records and Information Management Policy and Procedure. The Disability Act 2006 requires LifeOn Holistic Way to report yearly to the Commissioner for Disability Services in the manner required by the Commissioner for Disability Services and verify the number of complaints obtained and how the complaints were handled.

Management of LifeOn Holistic Way will encourage good quality practice, continuous improvement, and an honest, supportive, respectful philosophy that supports and encourages workers, participants, and all other individuals to make complaints and report matters without concern of retribution. This will be evaluated in yearly Performance Reviews of management and workers. A participant who wishes to submit feedback, compliment or complaint will be presented with the information involving this policy. If the participant's consent has been given, feedback, compliments and complaints can be submitted on behalf of the participant.

Feedback and complaint records will be tracked and examined to detect any continuing concerns. This will be reported on a three-monthly basis to the Director, as part of the report on Continuous Improvement. The personal details gathered in order to manage feedback or complaints will be treated in compliance with the privacy legislation and LifeOn Holistic Way's Privacy and Confidentiality Policy and Procedure.

LifeOn Holistic Way will utilise the standard 5-step guideline to managing feedback, compliments and complaints as outlined below:



There are a variety of ways participants of LifeOn Holistic Way can provide feedback, compliments or complaints. Below outlines the ways in which participants will be able to share their suggestions and provide feedback, compliments or complaints to LifeOn Holistic Way:

**Receiving Complaint or Feedback Documents**

LifeOn Holistic Way utilises a variety of forms in order to analyse complaints or feedback from relevant personnel. Should any individual of LifeOn Holistic Way wish to file a complaint, they are encouraged to discuss the matter personally to any preferred worker of LifeOn Holistic Way beforehand. This is offered in order to attempt to resolve the concern before a reference to the complaints or grievance process.

LifeOn Holistic Way provides the opportunity for any participant who wishes to file a complaint to utilise an advocate to speak on their behalf. Any complaint received will be treated with respect and confidentiality.

Should a complaint allege real or perceived criminal acts, injustice, abuse or neglect, it is instantly addressed to the CEO/Director. The CEO/Director must record the case and seek to resolve the allegation or issue with the appropriate authority immediately.

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All complaints and grievances shall be forwarded to the Management for resolution. As a first measure towards resolution, minor concerns will be discussed with the appropriate individuals. If the issue cannot be settled within 24 hours, this should be handled by Management in a timely and appropriate manner.

Management is responsible for ensuring diligence when handling complaints and feedback forms. Grievances may be lodged immediately either in writing by filling out a Feedback and Complaints form or verbally.

They can be lodged through:

**By email to: [admin@lifeonholisticway.com.au](mailto:admin@lifeonholisticway.com.au)**

**By phone on: +61 0424 599 000**

Individuals can make a complaint directly to the following agencies at any time they wish to:

<b>Commission for Children and Young People</b>
<b>NDIS Commissions, Complaints, Integrity and Privacy Unit</b>
<b>Ombudsman</b>
<b>The National Disability Insurance Agency (NDIA)</b>
<b>Office of the Commissioner for Privacy and Data Protection</b>
<b>Independent Broad-based Anti-Corruption Commission (IBAC)</b>
<b>Disability Services Commission</b>

### **Recording Complaint or Feedback Forms**

LifeOn Holistic Way's Management will record and document any filed complaint or feedback forms in liaison with the Information and Record Keeping Policy and Procedure. All documentation and outcomes will be retained for a minimum of seven years, should the issue escalate to external agencies such as police, documents will be archived indefinitely. LifeOn Holistic Way maintains a Complaint Register and Feedback Register to assist with this process. Documentation will be stored in both hard copy and soft copy format in order to minimise the opportunity for theft, misuse, loss and error. Hard copy files will be retained at LifeOn Holistic Way's main office in a lockable and safe filing cabinet. Soft copy files will be kept at LifeOn Holistic Way's main office on the CEO/Directors computer under a lockable and password protected document. Management and the CEO/Director will be the only persons who are able to access these documents. The person filing the complaint or feedback will be provided with a copy upon submission for their personal reference.

### **Acknowledgement of a Complaint or Feedback Form**

LifeOn Holistic Way's workers or Management will acknowledge any named complaints or feedback forms submitted by liaising with the person/s providing the form. Acceptance of the claim will be conducted within one working day as a preference; however, this can be conducted within two working days if the non-conformity or issue is seen as minor. This is done in order to establish a therapeutic relationship of confidence and cooperation with the individual filing the form.

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LifeOn Holistic Way will provide the individual with an opportunity of anonymity. This is conducted if the individual has not nominated a preference when filing the form to LifeOn Holistic Way. Should the individual wish to remain anonymous, this suggests they may not be willing or expected to communicate, and therefore the issue should be resolved within LifeOn Holistic Way accordingly.

Should the individual remain named, the worker or Manager of LifeOn Holistic Way will employ direct communication in the individual's preferred method in order to establish a favourable outcome. LifeOn Holistic Way will hold realistic expectations and if required, present the case or issue to other organisations where it has been identified as being more effective to deal with.

LifeOn Holistic Way will provide the individual filing the complaint or feedback form with an appropriate time frame and the resolution plan. Acceptance and acknowledgement need to be given from the individual to ensure they approve of the plans for improvement or resolution.

### **Resolving Complaints or Feedback Forms**

When settling a complaint or grievance, Management will continuously involve the individual filing the form, by keeping the individual informed of the complaint's development which gives the possibility for the individual to address any gaps found in the information supplied.

LifeOn Holistic Way provides the opportunity for the individual to request further information upon request as LifeOn Holistic Way recognises the importance of including the individual in order to promote trust and transparency.

LifeOn Holistic Way should document the outcomes of the resolution method and aim to improve their practices to avoid similar complaints or negative feedback.

Should a Corrective Action Request be required, Management of LifeOn Holistic Way will complete, monitor and review accordingly. Upon notification of a complaint from the NDIS Commission, it is immediately forwarded to LifeOn Holistic Way's CEO/Director and nominated Management Personnel for action; this requires a Corrective Action Request Form to be completed immediately with appropriate monitoring and reviews.

### **Communication of Resolution from Complaints or Feedback Forms**

LifeOn Holistic Way's Management will attend to all complaints, grievances and feedback forms as quickly and efficiently as possible. Issues or non-conformities will be resolved within 28 days from receiving the form. Should a complaint or grievance be unresolvable within 28 days, the complainant will be provided with a notification of the process completed so far; including the plan for the near future. The notification will also provide the expected date for a full response. The notification of the update will be provided verbally and then validated in writing.

Should the issue or non-conformity be resolved, LifeOn Holistic Way's Management will verbally discuss the outcome with the individual filing the complaint. Following the discussion, Management will deliver the outcome in a written format allowing them the opportunity to make further contact should they require. Should the individual be happy with the outcome, LifeOn Holistic Way will request feedback on the complaint handling process to ensure, all appropriate measures were taken.

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Assistance will be given to support complainants' knowledge of correspondence concerning complaints and grievances where required, for example, interpreters, referral to advocates opportunities for measures responding to a complaint include but are not limited to:

<b>Explanation of procedures</b>
<b>Resolving a concern</b>
<b>Presenting an expression of regret</b>
<b>Continuing monitoring of the issues</b>
<b>Providing training regimes, development and education to workers</b>

LifeOn Holistic Way's Registry of Complaints and Grievances will be used by the CEO/Director to register each complaint, track the progress and results of the inquiry and how the findings were conveyed to the participants.

### **Reviewing Feedback and Complaints**

To ensure LifeOn Holistic Way effectively responds to feedback and complaints, LifeOn Holistic Way's workers and Management will regularly review and act upon the complaints and feedback given to improve their practices when delivering quality services of care.

LifeOn Holistic Way and its workers understand the importance of recognising the specific issues identified through complaints and feedback, as well as implementing the certain measures and strategies to improve the practices of LifeOn Holistic Way.

When reviewing complaints and feedback, it is important for workers and Management to consider the probable causes of the issue, and how to minimise or eliminate these causes. LifeOn Holistic Way will also ensure to consider the development of improvement as a result of taking action, and the progress the implementation of new strategies. All improvements should be documented in LifeOn Holistic Way's Quality Improvement Register.

### **Dispute Resolution Contacts and Extended Cases**

If an individual continues to be unhappy with the result of their complaint or grievance, they will be given the details of other organisations they can use to support them to achieve a solution.

In the Complaints and Grievances Register escalated complaints will be tracked in the same manner as other complaints, and the same communication processes will be applied as set out above. The Director will communicate with the complainant, instead of LifeOn Holistic Way Coordinator, if necessary.

### **Complaints to the NDIA can be lodged:**

- By phone on: 1800 800 110
- By email to: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

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**Complaints can be made through the NDIS Commission**

- Complaints made to the NDIS Quality and Safeguards Commission can be made via:
  - Telephone: 1800 035 419
  - Online: [www.ndiscomission.gov.au](http://www.ndiscomission.gov.au)

**Complaints to the Ombudsman can be lodged:**

- South Australia
  - By phone on: 08 8226 8699 or toll-free on 1800 182 150 (outside metro SA only)
  - Online at: <https://www.ombudsman.sa.gov.au/>

**Complaints to the Commission for Children and Young People can be lodged:**

- South Australia
  - By email to: [CommissionerCYP@sa.gov.au](mailto:CommissionerCYP@sa.gov.au)
  - By phone on: 08 8226 3355

**Complaints to the Office of the Commissioner for Privacy and Data Protection can be lodged:**

- South Australia
  - Online at <https://www.agd.sa.gov.au/your-rights/privacy-rights>

**Supporting Documents**

- Complaints and Grievances Register
- Privacy and Confidentiality Policy and Procedure
- Information and Record Keeping Policy and Procedure
- Feedback, Compliments and Complaints Brochure
- Continuous Improvement Plan.

**Policy Review**

LifeOn Holistic Way may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

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Version	Approved By	Reason/Section Update	Review Date	Next Review
V1	Director	Initial Release	6/5/2023	May, 2024
V2	Director	Contextualise Wording and Branding	30/5/2024	May, 2025