



CLEVER IDEAS
CHANGING LIVES

FEEDBACK AND COMPLAINTS POLICY

NSW Disability Service Standard 4: Feedback and Complaints

When a person wants to make a complaint, the service provider will make sure the person's views are respected, that they are informed as the complaint is dealt with, and have the opportunity to be involved in the resolution process.

Overview

Feedback is information that includes comments, compliments, suggestions and ideas – information which can be used to promote continuous quality improvement.

A complaint is when a person has an issue with the quality or delivery of service and is seeking resolution. Complaints can be made in a number of ways including informally, in writing and verbally.

POLICY STATEMENT

TAD understands that feedback is an important way for people to have a say about TAD. Its feedback process encourages and welcomes comments, compliments or suggestions that can lead to ways of improving service delivery, systems or processes. In this way, TAD builds relationships, and works with each person to identify and attempt to resolve any potential issue before it escalates.

TAD recognises that a person has the right to complain about the quality or delivery of a service and have the opportunity to participate fully in the process of complaint resolution without fear of retribution.

TAD is person-centred and innovative in its approaches to support and address the needs of the complainant.

TAD complies with all relevant legislation.

TAD has the capacity and capability for complaint handling and provides information and support that takes into consideration personal and cultural needs.

TAD believes that complaints play an essential role in identifying areas for improved service performance, delivering positive outcomes for people with a disability, their families and carers. TAD uses this information to improve service planning, identify areas for improvement and put in place strategies to address any areas requiring change at an individual or organisational level.

TAD uses processes that reflect the best interests of the complainant and that support a person-centred approach.

Under the *Community Services (Complaints Reviews and Monitoring) Act 1993*, (CS-CRAMA) requirements, TAD has a good complaint handling process and deals with complaints fairly, objectively and as quickly as possible.

Definitions

Retribution may include reduction or withdrawal of service, rough handling, ignoring requests for assistance, delayed response and verbal abuse or threats which may attract penalties under CS-CRAMA 1993.

Legislation

TAD recognises that it has legislative obligations, which are monitored and maintained in its Legal & Regulatory Compliance Register.