



## **Complaints and Feedback Management Policy**

**POL-COQ-001**

### **Objective**

The objective of this policy is to provide a framework that:

- Outlines the principles that A1BS uses in the handling of complaints and gaining feedback for all A1BS stakeholders;
- Enables identification of areas, through complaints, consultation and feedback processes, relating to strategic and service planning, systems, service performance and the delivery of positive outcomes for people with disabilities;
- Promotes a culture whereby concerns, complaints or disputes can be raised without fear of retribution, recrimination or repercussion and are handled in a supportive and timely manner;

### **Scope**

The policy and related procedure applies to:

- All participants in A1BS's services;
- All staff employed by A1BS;
- Family members, carers and advocates of participants in A1BS's service;
- Other stakeholders and external agencies.

### **Policy Statement**

- A1BS stakeholders are advised of their right to raise and have resolved any complaint or dispute they may have regarding the services provided by A1BS, using A1BS's internal complaints process or, where necessary, referring to external complaints handling agencies.
- A1BS is committed to documenting all formal complaints and events relating to the resolution of the complaint.
- A1BS is committed to the thorough investigation of complaints received and will maintain fairness and objectivity throughout this process.
- Information relating to advocacy, interpreter and counselling services as well as complaints resolution are available. Any person wishing to access these services will be assisted to do so.
- A1BS will provide participants with training and support to understand and exercise their right to make complaints and understand the processes that will occur in handling them.
- Staff are trained in handling, understanding and implementing A1BS's complaint processes.

- A1BS will protect a person's right to privacy and will treat all complaints as confidential. Any information relating to the complaint will only be distributed on a need to know basis and only with the persons consent.

### **Responsibilities**

- It is the responsibility of the Managing Director to ensure that all complaints and disputes are handled with fairness and equity while maintaining the respect and dignity of all parties involved.
- It is the responsibility of all employees involved with managing a complaint or dispute to maintain confidentiality of issues and the respect and dignity.

### **6. Monitoring and Review**

A1BS review complaint data as required, to evaluate the effectiveness of the complaint process and amend where necessary. The Managers will provide regular feedback to the Managing Director relating to complaints and mitigating actions.

<b>About this release</b>	
<b>Title</b>	Complaints and Feedback Policy
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<b>Changes in this issue</b>	Consolidation of objectives and streamlining of Policy layout

<b>Authorisation</b>	
<b>Managing Director</b>	Ray Formosa