



COMPLAINTS AND FEEDBACK

Including procedure

Policy

Eyre Futures Incorporated values the complaints and feedback from all persons using our services, attending our locations and interacting with our staff including people living with a disability, families, carers, service providers, youth, vendors and regulators.

Complaints are an important source of information we can use to improve our services and to ensure people are treated fairly.

Acting on complaints and feedback increases the likelihood of Eyre Futures Incorporated achieving our program and business outcomes.

This policy supports Eyre Futures Incorporated to apply the National Standards for Disability Services, in particular Standard 4: Feedback and Complaints.

Scope

This policy applies to all Eyre Futures Incorporated staff, contractors, volunteers. This policy is owned by the Board.

Principles

- Everyone has the right to give feedback and the right to complain.
- People making complaints should be supported to access complaints processes and appropriate supports.
- Complaints processes should be sensitive to any cultural requirements.
- Robust complaints processes and systems are an important part of quality service management and help safeguard people with disability.
- Complaints identify risks to people with disability but also visitors and staff and support Eyre Futures Incorporated to meet its occupational health and safety obligations.
- Feedback assists to measure program effectiveness and better delivery outcomes.
- Complaints and feedback should be taken seriously, assessed and actioned where relevant.

Definitions

Allegation – a claim that an illegal act has occurred. Allegations are always investigated and sometimes an external authority undertakes the investigation such as the police.

Complaint – formal advice that an incident has occurred, something is not working the way it should, something is inappropriate, or someone is at risk or perceived to be. A serious incident process is required for legal and contractual purposes when a complaint is about a serious incident.

Concern – a notification that a person is worried that something is not working, has gone wrong or is otherwise not as it should be.

Feedback – formal or informal information received from an internal or external source of positive, negative or neutral content that can relate to service provision, staff, operating environment, outcomes, performance etc.

GENERAL PRINCIPLES AND APPROACH

- All feedback is taken on board and complaints are approached seriously.
- Staff will, at all times, act to resolve and defuse dissatisfaction and not act in a manner which will escalate the complaint. Willingness to listen calmly, practice and assure confidentiality will be a fundamental approach for all staff.
- Staff receiving complaints will provide assurance to complainants of documentation and the process to be used to investigate the complaint, and timeframe.
- Complainants will be given a response within a time agreed upon by the complainant and the staff member receiving the complaint.
- Investigations of complaint will be conducted by Management, and all complaints and outcomes of investigations and responses to the complainant will be documented and provided to the manager who will ensure confidential filing.
- EFI staff will be provided the right to respect and confidentiality in the event of receipt of feedback that is determined to be an external grievance relating to them.
- EFI Staff against whom a complaint is received will be provided with information related to the complaint as soon as practicable and the procedures for a complaint will be followed
- EFI Staff will be given the opportunity to be part of the resolution of the complaint including responding to the complainant where appropriate and agreed upon.

Complaint procedure

- Complaints in the first instance should be made to the Manager. Complaints and feedback may be escalated to the Chair of the Eyre Futures Inc Board.
- Complaints will be addressed as speedily as practical. All complaints will be recognised and discussed with the complainant within 5 working days.
- Actions necessary to resolve the complaint will be negotiated and carried out, including referral to any appropriate external agencies.

Mechanisms for Complaints and Feedback for participants and staff

Persons or groups are provided with an opportunity to present their Feedback or Complaint in person at the Ceduna or Port Lincoln office, in writing to Eyre Futures Inc. PO Box 3337, Pt. Lincoln SA 5606, by email info@eyrefutures.com.au or online by using the COMPLAINTS & FEEDBACK form at www.eyrefutures/ndis
A complaint and feedback can be lodged verbally with the Manager of Eyre Futures.

Where the grounds of the complaint are found to be proven this may result in dismissal or other actions as appropriate under the Fairwork Act. The complainant will be advised of the outcome.

A brief report will be made to the Board where the matter has previously been referred.

Where a resolution cannot be agreed, the matter may be referred by any party to the next “higher levels” of authority, which may include internal investigation by the Board or their nominee, referral to appropriate external agencies or Referral to the Police.