

# Customer Feedback Management Board Policy

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## Scope

Entity	Service	Applicable to
Independent Living Assessment	All departments	All employees and volunteers
<b>Exclusions:</b> None		

## 1. POLICY STATEMENT

Independent Living Assessment is committed to providing opportunity, via a range of mechanisms, for customer feedback and to responding as appropriate in a timely and efficient manner.

## 2. AUTHORITY

Adopted by Independent Living Assessment Board on Wednesday, 25 November 2020.

## 3. PURPOSE AND BACKGROUND

The provision of feedback by customers, their families and/or carers offers Independent Living Assessment a unique perspective on consumer and community needs and draws attention to both successes and flaws in our systems, processes and services.

Valid complaints, properly managed, lead to customer driven improvements of those systems, and processes which ultimately result in improvements to the quality of care and services.

Positive feedback and compliments provide an opportunity to highlight the achievements of the organisation's operation and, in particular, those of the staff; positive feedback also reinforces that we are on the right track in regard to our systems, processes and services.

Feedback that is recorded and handled effectively in a way that respects and values the person's feedback, can be one of the most important factors in recovering the individual's confidence about their experience and as such is an essential part of good customer service.

The guiding principles which Independent Living Assessment commit to are:

- **Rights and Responsibilities of Customers and Carers.** Customers and Carers have the right to be treated with respect and dignity, have their concerns treated as genuine and properly investigated. Likewise, customers and carers are asked to respect the role of the Organisation's people and their right to respond to feedback.
- **Promotion, Accessibility and Transparency.** Customers and carers are supported and encouraged to provide feedback, and raise concerns and complaints using a range of different mechanisms and the Organisation will respond to them in an open, receptive and transparent manner.
- **Commitment to Effective Feedback Management.** Independent Living Assessment will provide leadership, resources, training and support to its employees and volunteers to receive, respond to, investigate, resolve and report feedback.
- **Fairness and Accountability.** Feedback will be addressed in an equitable, objective and unbiased manner, be treated as legitimate, and investigated without prejudice.
- **Responsiveness.** Feedback will be acknowledged and addressed in a timely manner in accordance with established timeframes and risk profile.
- **Privacy and Disclosure.** Independent Living Assessment recognises that customers have a right to their feedback being investigated and resolved in an open, fair, and confidential manner.
- **Continuous Service Improvement.** Customer feedback is used to initiate Organisation-wide practice improvements.

## 4. RELATED DOCUMENTS

### RELEVANT LEGISLATIVE CONTEXT OR AUTHORITY

- [Aged Care Quality Standards](#)
- [National Standards for Disability Services](#)
- [NDIS Practice Standards and Quality Indicators](#)
- [NDIS Code of Conduct](#)
- [Health and Disability Services \(Complaints\) Act 1995](#)
- [Health and Disability \(Complaints\) Regulations 2010](#)

- [Aged Care Act 1997 \(Cth\) Schedule 2: User Rights Principles 2014](#)
- [Carers Recognition Act 2004](#)
- [Charter of Aged Care Rights 2019](#)
- [Civil Liability Act 2002](#)
- [Privacy Act 1988](#)
- [Complaints Principle 2015](#)
- [Quality Agency Reporting Principles 2013](#)
- [Accountability Principles 2014](#)
- [User Rights Principles 2014](#)
- [Australian Privacy Principles 2014](#)
- Funder and contract requirements

### RELATED INDEPENDENT LIVING ASSESSMENT POLICIES

None

### OTHER DOCUMENTS

- Consent Guideline
- Customer Feedback Management Guideline
- Diversity Guideline
- Elder Abuse Prevention Guideline
- NDIS Code of Conduct Guideline
- Open Disclosure Guideline
- Serious Incident Reporting Guideline
- CRM Feedback, Incident or Improvement Work Instruction

## 5. DEFINITIONS

- 5.1. Complaint - An expression of dissatisfaction by, or on behalf of, a customer or carer regarding an aspect of the Organisation. A formal complaint can be lodged in writing or verbally.

- 5.2. Compliment - An expression of satisfaction and/or gratitude, by or on behalf of an individual customer or carer regarding an aspect of the Organisation.
- 5.3. Established Timeframes - Complaints – first response within three business days and resolved within 10 business days.
- 5.4. Informal Complaint - Informal complaints are often straightforward matters that can be resolved at the point of contact or the customer or carer states that they do not wish to lodge a formal complaint.

## 6. PROCEDURES

- 6.1 Provide information in appropriate formats, on the Customer Feedback Management policy and have this information easily accessible to customers.
- 6.2 Provide consumers, carers and their families with Independent Living Assessment's Feedback form.
- 6.3 Advise consumers that in the Feedback brochure there is a section outlining their right to make a complaint and to seek to use an independent advocate of choice as described.
- 6.4 In the event of a formal complaint, the Independent Living Assessment responsible manager will advise the consumer in writing (within three working days) that their complaint has been received and will be investigated.
- 6.5 The manager will ensure that all complaints are treated as private and confidential in accordance with the Independent Living Assessment's Privacy Policy.
- 6.5 The manager will contact the complainant as necessary to:
  - seek clarity on events and confirm that what has been recorded is an accurate reflection of the complainant's description;
  - seek more information from the complainant as required;
  - identify the desired outcome that the complainant seeks as a satisfactory resolution to the complaint; and
  - the complainant's request/preference for a mode of communication (telephone or written response).
- 6.6 The manager will investigate the complaint in a fair and reasonable manner with both the complainant and respondent to reach resolution, if possible.

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- 6.7 The manager will seek to resolve the complaint within ten working days. Provide written notification to the complainant of the outcomes of the investigation. In the event of the proposed course of remedial action being unacceptable to the complainant, the manager will advise the complainant of his or her rights and avenues to take the matter further.
- 6.8 The manager will maintain an electronic record of each formal complaint stipulating the issue(s) raised, actions taken, any resolution reached, correspondence exchanged and any summary comments.

## 7. GOVERNANCE

<b>Date Created:</b> August 2018	<b>Date Endorsed:</b> 22/08/2018	<b>Next Review Date:</b> September 2022
<b>Date Reviewed:</b> 25 November 2020	<b>Reviewed By:</b> ILA Board	<b>Approved By:</b> ILA Board
<b>Comment:</b>		