



# Customer Feedback Management Board Policy

Document No: ILA-BRD-POL-054

Published Date: 05/05/2022

## Scope

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

## 1. POLICY STATEMENT

Independent Living Assessment Incorporated (ILA) regularly seeks input and feedback, via a range of mechanisms, from customers, carers, the workforce, and others and uses the input and feedback to inform continuous improvement. Feedback is strongly encouraged and actively sought and when received is acknowledged, respected and well-managed. Feedback includes:

- Complaints which include expressions of dissatisfaction by, or on behalf of, an individual regarding an aspect of the organisation;
- Compliments which include an expression of satisfaction and/or gratitude, by or on behalf of, an individual or organisation; and
- Suggestions which include ideas put forward for improvement of services, for consideration.

## 2. AUTHORITY

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

## 3. PURPOSE AND BACKGROUND

Feedback, either compliments, complaints, or suggestions for improvement from customers, carers, employees, and others provide vital data, both positive and negative, about the organisation's systems and processes and its provision of services.

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The information provided is used to drive meaningful and necessary quality improvement, whilst also identifying what the organisation and staff do well.

The organisation provides opportunities for feedback through the provision of a feedback form whilst also encouraging feedback verbally or via the website.

All feedback received is registered on the organisation's electronic feedback system.

Staff are made aware of the processes for feedback management during their orientation.

The process of complaints lodging, and investigation is tied into the incident management system within the organisation's integrated risk management framework and clinical governance framework.

The feedback management process is monitored and audited by the Quality Risk Professional. Trend reports on feedback are provided monthly to the Management team, the Quality Care Advisory Body (QCAB), and on a six monthly basis to the Board. Risks identified are escalated to the organisation's risk register and mitigated as they arise.

## 4. RELATED DOCUMENTS

### RELEVANT LEGISLATIVE CONTEXT OR AUTHORITY

- Aged Care Quality Standards – Standard 6 Feedback and Complaints
- NDIS Practice Standards and Quality Indicators – Feedback and Complaints Management
- 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

- ILA Risk Management Board Policy
- Safeguarding Customer Board Policy
- Whistleblower Policy ILA

### 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, Hazard, Incident, or Improvement Work Instruction

## 5. GUIDELINES

The process of feedback management is described in the *Customer Feedback Management Guideline*.

## 6. GOVERNANCE

<b>Date Created:</b> August 2018	<b>Date Endorsed:</b> 27 April 2022 - TBC	<b>Next Review Date:</b> April 2024
<b>Date Reviewed:</b> 1 April 2020	<b>Reviewed By:</b> ILA Board	<b>Approved By:</b> ILA Board
<b>Comment:</b>		