

Client Feedback and Complaint Management - ILA

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1. Purpose

ILA Australasia Incorporated (ILA) is committed to actively seeking input and feedback, both positive and negative from clients, staff and other stakeholders, and uses this information to continuously improve its services. This policy provides guidance on how feedback is received, managed, investigated and acted upon when necessary.

2. Scope

This policy applies to all ILA services.

3. Policy Statement

Feedback, either compliments, complaints, or suggestions for improvement provides vital information, both positive and negative, about ILA's provision of services and is used to continually improve the organisation's systems and processes.

Feedback is strongly encouraged and when received is acknowledged, respected and well-managed. Clients, staff and stakeholders can provide feedback without fear of reprisal and all concerns will be managed in a way that ensures access and equity, fairness and accountability.

ILA provides opportunities for feedback through the provision of a feedback form or completing client surveys. Alternatively, feedback can be lodged verbally, via the website or by email.

4. Principles

ILA will:

- **Promote Open Communication:** ILA fosters a service culture that encourages open and honest communication among clients, staff, and stakeholders.
- **Inform on Service Standards:** Clients are informed about the standards of service they can expect from ILA.
- **Alignment with Rights:** Feedback and complaint management practices are consistent with the NDIS Code of Conduct; and Aged Care Code of Conduct and Statement of Rights, ensuring fairness and respect for all parties.
- **Accessible Feedback:** ILA encourages and facilitates the process of providing feedback or making a complaint. There are numerous ways to do so, and staff are empowered to offer support and assistance where needed.
- **Confidentiality:** Anonymity is assured for those who request it when providing feedback or making a complaint.

- **Open Disclosure:** ILA is committed to practising open disclosure in relation to feedback and complaint management.
- **Right to Withdraw:** Individuals are enabled to withdraw feedback and complaints, at any stage in the process.
- **Continuous Improvement:** Feedback and complaints are recorded and analysed to identify and address areas for continuous improvement in services and systems.
- **External Complaints Pathways:** ILA takes reasonable steps to advise complainants on how to make or escalate a complaint regarding Assessment to My Aged Care or the Department of Health, Disability and Ageing at any time.
- **Secure Record Keeping:** All feedback received is registered on the organisation's secure electronic feedback system and stored for a minimum of 7 years, unless requested to be withdrawn.

5. Roles and Responsibilities

Staff are made aware of the processes, roles and responsibilities for feedback and complaint management during their induction. Refresher training is scheduled annually on how to enter feedback and complaints into our electronic feedback and complaint management system and the complaint and feedback management procedure.

Staff are made aware of support and advocacy services that are available to clients and support clients to access these services if required. Training is also provided to staff when the system is changed or a staff members role changes, which changes their responsibilities.

The Quality Team monitors records created in our electronic complaint and feedback management system. Reminders and guidance are provided to record owners to ensure feedback and complaints are actioned and responded to appropriately.

Reports on feedback and complaints are provided monthly to Service Area Managers and the Executive Team; every 2 months to the organisation's Clinical Governance Committee; and quarterly to the Board. Risks identified are escalated to the organisation's risk register and mitigated as they arise. Any identified feedback or complaint trends that require actioning, inform a continuous improvement to ensure clients receive safe, quality services.

ILA reviews its feedback and complaint management process, including the electronic feedback and complaint management system at least annually.

6. Definitions

Term	Definition
Feedback	Complaints, compliments or suggestions.
Complaints	Expressions of dissatisfaction by, or on behalf of, an individual regarding an aspect of the organisation or the delivery of care and services;
Compliments	An expression of satisfaction and/or gratitude, by or on behalf of, an individual or organisation
Suggestions for Improvement	Ideas put forward for improvement of services, for consideration.

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7. Governance

Associated Framework	ILA-BRD-FWK-0131 - Quality Management Framework
Associated procedures / documents	ILA-BRD-POL-064 - Risk Management Framework ILA-BRD-POL-052 - Safeguarding Clients ILA Board Policy ILA-COR-POL-058 - Whistleblower Policy ILA-ASS-GUI-002 - Diversity and Inclusion Guideline ILG-SD-GUI-003 - Elder Abuse Prevention Guideline ILG-SD-GUI-002 - Open Disclosure Guideline ILG-QR-WI-25 CRM Feedback, Hazard, Incident, or Improvement Work Instruction ILA-QR-PRO-033 - Incident Management Procedure ILG-SD-GUI-004 NDIS Code of Conduct Guideline
Related legislation	Aged Care Act 2024 National Disability Insurance Scheme Act 2013 Privacy Act 1988
Division	Board
Approval	CEO
Endorsement	Board
Owner	Board
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