

Feedback (Compliments and Complaints) Policy

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Purpose

Endeavour Foundation’s feedback process recognises that people with a disability and their supporters have a fundamental right to express their view about what is and what is not working with the support they receive.

All feedback is considered as an opportunity to better connect with our customers and their supporters and continuously improve our services. Feedback can play an important role in strengthening the quality of supports and services. Complaints can highlight weaknesses in service provision, unmet expectations, and misunderstandings.

Endeavour Foundation is committed to maintaining an effective and easy to use feedback system that is accessible to any individual wishing to make a submission. Endeavour Foundation requires that all submissions are acknowledged, assessed, and resolved in a fair, efficient and timely manner.

Scope

This Policy applies to all Endeavour Foundation employees, volunteers, contractors, and Board members.

Any person may submit a complaint to Endeavour Foundation regarding its provision of supports or services including a person with disability, their family or guardian or supporters, employees, and the general public.

Policy

Person Centred Approach

People with a disability have a basic human right to have a say about and be involved in the decisions affecting their lives. Any person with disability involved in or affected by issues raised in a complaint should be included throughout the process to the extent possible.

Endeavour Foundation will ensure all our customers, their family and supporters and the general public have easy access to information about a person’s rights including options to submit feedback to Endeavour Foundation.

Employee Obligation

All employees have an obligation to foster a workplace culture that values and welcomes any feedback as an opportunity for continuous improvement.

Employees will support individuals by welcoming feedback and assisting those who have raised issues to make a formal complaint. This includes providing information about how to make a complaint to the NDIS Quality and Safeguards Commission.

Any employee involved in the investigation of a complaint or concern must cooperate fully with the complaints handling officer.

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Procedural Fairness

The management of any complaint will ensure procedural fairness for all involved. This includes acknowledging any conflicts of interest, ensuring an unbiased approach, ensuring each person has a reasonable opportunity to be heard and that decisions are made based on facts and information that arises during the investigation process.

Endeavour Foundation recognises there may be instances where frivolous or vexatious complaints are made to the organisation. These complaints will not be dismissed without due consideration to ensure genuine issues are not overlooked. Determining whether a complaint is frivolous or vexatious will be made after assessment and collaboration with senior management from the point of service.

Continuous improvement

The feedback process will be used to respond to any gaps in services and help strengthen the effectiveness, transparency, accessibility, and accountability of Endeavour Foundation support to people with a disability.

Endeavour Foundation will utilise the feedback management processes to identify reoccurring or systemic issues in the provision of supports or services.

Confidentiality

When dealing with feedback, information provided will be kept confidential and only disclosed if required by law or if disclosure is appropriate in management of feedback. Employees will not discuss details of feedback with any person not involved with the customer. Employees will ensure that an individual's right to privacy is upheld and respected. Employees will refer to the **Privacy Policy (QD 5013)**.

Protection provisions

Endeavour Foundation is committed to ensuring that complainants and any person(s) with disability affected by an issue raised in a complaint, are not adversely affected because of the complaint being made.

Employees will never tolerate or engage in any form of retaliation, including harassment, discrimination, threats, or victimisation against any person who has raised a complaint.

Any confirmed or suspected adverse treatment should be reported immediately through the incident management process.

Governance of Complaints

Endeavour Foundation has established a dedicated Customer Safeguarding Team, independent to the delivery of services, to monitor and govern customer related feedback (including mandatory reporting to external authorities).

The Customer Safeguarding Team will review all feedback and have overall responsibility for the management of feedback.

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Where feedback includes a customer incident, employees will be instructed to lodge an incident which will then be linked to the complaint in RiskMan.

Employee grievances should be managed via the Grievance and Dispute process.

The Client Services Committee (Endeavour Foundation Board sub-committee) takes an active role in reviewing customer complaint data and management at a systemic level. Refer to the ***Endeavour Foundation Group Client Services Committee Charter (QD 5018)***.

Complaints about the CEO or Executive

Where a complaint refers to the CEO or Executive Director or Senior Manager, Customer Safeguarding will refer the matter to the Executive Director of People and Wellbeing and the Board Chair to plan the approach to investigating the complaint.

Failure to comply with requirements

Endeavour Foundation recognises that maintaining an effective feedback management system is an important part of meeting the conditions of NDIS registration, and of ensuring the organisation consistently provides high-quality supports and services to people with disability. Breaching or failing to adhere to the provisions and expectations of the feedback policy and procedure, whether by act or omission, may result in disciplinary actions.

In addition, engaging in or tolerating certain acts may result in the conduct being reported to external authorities, including the NDIS Quality and Safeguards Commission.

Where there is any confusion over how to meet the obligations contained in organisational policy and procedure, employees should contact their local area manager or the Feedback Management Hotline (Ph: 1300 730 334).

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