



# POLICY

## 7.0 - COMPLAINTS & FEEDBACK

### ***Purpose***

The purpose of this policy is to establish mechanisms for stakeholders to provide feedback or lodge a complaint/grievance with Better Together. Complaints are seen to have an important role in contributing to service improvement in the organisation. This policy is to ensure Better Together's stakeholders are provided with access and knowledge of a complaints management system where complaints are welcomed, acknowledged, respected and well managed.

### ***Applicability***

This policy applies to all Better Together stakeholders which includes; service users, their families and carers, employees, advocates, board members, volunteers and contractors.

### ***Policy Statement***

No-one will be disadvantaged because they have made a complaint and Better Together is committed to ensuring that all stakeholders :

- are provided information they can understand on how to lodge complaints and feedback
- are supported to access advocates when providing complaints/feedback
- have trained staff who know how to respond and comply with handling complaints/feedback
- are free to lodge complaints,
- can expect to have those complaints dealt with promptly, fairly and confidentially and in line with the NDIS complaints and resolution rules 2018
- have an organisation that reviews complaints as part of their continuous improvement of their service

Treatment of complaints and disputes will be fair to both the complainant and respondent, will be responded to courteously and will be given high priority for resolution and remediation. Better Together believes complaints are best resolved quickly, locally and creatively.

### ***Preamble***

Better Together is committed to providing a safe, harmonious, supportive and productive environment - free from unfair treatment, discrimination, harassment, vilification, bullying and conflict. Better Together welcomes any suggestions which may improve the way we do



things. Stakeholders will not be penalised for their comments or concerns and can safely make complaints without fear of retribution. The rights of a complainant are:

- to be supported by a person of their choice
- to be informed of the progress at all times
- to receive reasonable timelines
- to be informed of the outcome

In turn the person making the complaint has a responsibility to respect the needs and rights of other people including the privacy and confidentiality of Better Together employees.

~~The following procedures are to be implemented to enable the organisation to meet its policy objective of ensuring that all stakeholders are free to lodge and have resolved any complaints or grievances regarding Better Together, its employees or its services.~~

## Definitions

**Feedback** is information and reactions to the service provided by Better Together which will be used as the basis for improvement. Feedback can be positive or negative. Negative feedback is not necessarily a complaint, but if the stakeholder's dissatisfaction is strong, they may wish to lodge a formal complaint in writing.

A **Complaint** is an expression of dissatisfaction (formalised in writing) with any aspect of Better Together services made by a stakeholder, that is not typical of regular communication or feedback. A complaint may arise from negative feedback, but negative feedback is not necessarily a complaint.

A **Grievance** is a more serious form of complaint and may include concerns about unlawful behaviour, unfair treatment, or any action which breaches the legislation guiding service delivery including: The Qld Disability Services Act, The Anti-Discrimination Act, The Workplace Health and Safety Act, The Disability Discrimination Act, The Privacy Act, The Sex Discrimination Act.

**Disputes** are arguments or disagreements involving two people with differing opinions or needs. A dispute can happen between 2 service users, a service user and their family or carer, an employee and a service user or their family member, 2 employees or management and an employee.