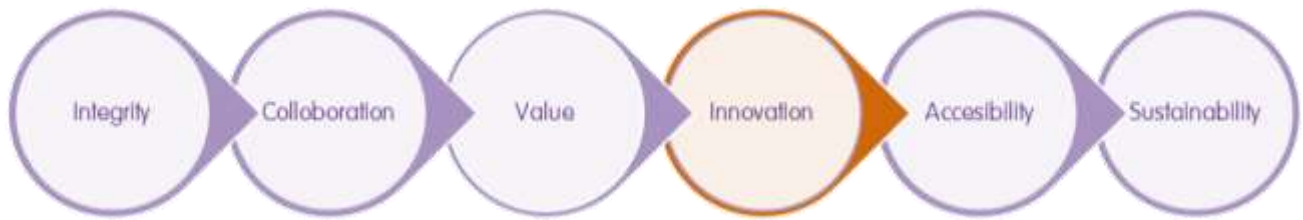


## HCA Disability Services Policy 4 Feedback and Complaints



Integrity, Collaboration, Value, **Innovative**, Accessibility and Sustainability - are the values that underpin all of our services and relationships.

## Policy Statement

HCA's Customer Service Charter represents our vision and core values and sets out what our customers can expect from HCA when they select us to provide their service. HCA's Customer Service Charter commits to:

- Providing a valuable service delivery
- Promote independence and person centred approaches
- Treating all people with, respect and dignity
- Listening intently to what is important to you
- Providing flexible and innovative options
- Responding to you in a timely manner
- Providing a safe, supportive and holistic inclusive environment for all people
- Informing customers about changes and challenges in delivering their service that may occur
- Welcoming and acting on your feedback and complaints to enhance your experience with us
- Customers are informed of their inherent human rights and are supported to exercise and empower their rights and responsibilities
- Customers are respected for their worth, dignity, individuality and privacy
- Strengthening customers cultural, spiritual and language connections, and including the cultural connections for Aboriginal and Torres Strait Islanders
- Customers have the right to their full potential in areas of their life

To deliver on the intent and principles of our Customer Service Charter, HCA is committed to protecting all individuals and safeguarding from abuse, harm, and neglect, while promoting the Charter of Human Rights.

HCA customers can expect that HCA will:

- Actively encourage and support our customers, their family and carers to provide feedback or to raise concerns about any aspect of the service HCA provides that is not meeting their expectation of quality and professionalism
- Respect that our customers, their family and carers will decide how, when and where they wish to make a complaint and they can choose a key contact person at HCA to work through the process with them
- Provide our customers with ongoing information about our feedback and complaints policy and processes that is accessible and easily understood

- Resolve a customer complaint in a private, confidential, fair, and timely manner and their personal views will be respected
- Help our customers to find a support person or advocate to assist or represent them if they want one. HCA will also support them with their right to take their complaint to external agencies if they wish to do so
- Throughout the complaint handling process HCA will support a customer's participation, identify their desired goal, and keep them and their supporters informed of all decisions and the reasons for those decisions
- Ensure that there are no negative consequences or disadvantage to any customer or their supporters because they have complained or expressed their view
- Use HCA's Quality Management System and our customer complaints and feedback processes to inform and direct continuous improvement across the organisation

## Purpose

To ensure that HCA regularly and actively seeks customer feedback about the service and supports they receive, creating a partnership where the customer, their family and carers feel safe and supported to complain and express a view point, how and when they want with the assistance they choose

To ensure that each customer, their family and carers are aware of their rights, responsibilities and HCA's responsibilities.

To meet or exceed HCA's Customer Service Charter and the National Disability Services Acts and Standards and comply with all other relevant legislation

## Scope

The National Disability Services Act and Standards relate to the provision of disability services for people with a disability and recognise the role of families, friends, carers and advocates.

This policy relates to all activities of HCA. Each area of HCA is required to take responsibility for ensuring full understanding of the commitments outlined in this policy and implement relevant systems, procedures, workflows and other strategies that will direct the development of HCA's culture of Customer Service.

## Policy Details

HCA values highly the important role of complaints and feedback from our customers in determining what we are doing well, what we are not doing well and what we need to do better or change. HCA is committed to providing a culture of customer service where the customer feels safe and supported to express their views about their satisfaction with HCA's service, how and when they want with the support they choose. We will achieve this by:

- Providing customers, the information, support and a safe environment at a place determined by the customer, in which to raise a complaint about any of the supports or the service that HCA provides to them
- Ensuring they are aware of their right to raise a complaint to an external regulatory
- bodies i.e. the Commonwealth Ombudsman/or state Ombudsman about the supports and the service provided to them by HCA if they are unhappy with how HCA has responded to their complaint or concern

- Supporting HCA customers to seek the assistance of an external advocate if necessary so together with HCA we can resolve the complaint or concern
- Publishing and displaying HCA's written complaints/feedback policy and procedure taking into account the diverse backgrounds of our customers and the individuals, cultural and language/ communication approaches that are required to assist our customers be aware of and understand the complaint handling process e.g. Easy-English and pictorial posters for people who have different communication needs; in the languages that are representative of HCA's customers
- Ensuring our customers have easy access to the information they need to provide feedback or raise a complaint by using many ways of displaying the 'How to' information e.g. HCA web page, HCA intranet, posters in workplaces and all HCA premises and in HCA's Customer Handbook.
- Where information is not accessible to a customer due to a specific communication barrier, assistance will be provided as required
- Promoting the policy and procedures to our customers to enhance the likelihood that those receiving support will use the process when they have reason to do so
- Communicating with HCA customers about changes in personnel and or organisational structure so our customers, their family and carers are always up to date on who they can report to and the person to whom they can escalate their complaint or concern to if they are not satisfied with the local response
- Ensuring a customer complaint is dealt with promptly, sensitively and as confidentially as possible and that their privacy and dignity is respected and maintained at all times.
- Supporting the customer to be involved in the complaint process by using interpreters (linguistic and/or sign), communication specialists, communication aids or devices, advocates or other agencies if they need them
- Taking reasonable steps to resolve the complaint within an agreed timeframe
- Actively seeking input from the customer, their family and carers following the closure of a complaint to determine if our complaints management and process could be improved
- At the conclusion of a complaint handling process HCA will report complaint outcomes internally and where necessary externally if we observe a newly emerging issue that will inhibit HCA's or other provider's ability to meet customer needs
- Collecting feedback & complaint data, analysing trends to incorporate in policy development and continuous improvement at HCA as part of the Quality Management system
- Providing induction and ongoing re-fresher training for all of the HCA workforce in complaints handling and HCA processes and procedures for their management and resolution
- Ensuring all at HCA understand and put into practice the intent of this policy

## References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Feedback and Complaints policy
- HCA's Feedback and Complaints flowchart

## Mapping to State Standards

While all states meet the requirements of the National Disability Standards, some standards are rearranged and titled differently to meet local requirements. The following table shows the national standard and how it aligns with alternative state standards. States not listed remain unchanged from the national standard.

National	Queensland	Victoria
4. Feedback and Complaints	5. Feedback, Complaints and Appeals	1. Empowerment

## Standard KPI's

- 4:1 Individuals, families, friends, carers and advocates are actively supported to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences
- 4:2 Feedback mechanisms including complaints resolution, and how to access independent support, advice & representation are clearly communicated to individuals, families, friends, carers and advocates
- 4:3 Complaints are resolved together with the individual, family, friends, carer or advocate in a proactive and timely manner
- 4:4 The service seeks and, in conjunction with individuals, families, friends, carers and advocates, reviews feedback on service provision and supports on a regular basis as part of continuous improvement
- 4:5 The service develops a culture of continuous improvement using compliments, feedback and complaints to plan, deliver and review services for individuals and the community
- 4:6 The service effectively manages disputes