

Disability Service Standard 4

Kids are Kids! Therapy & Education Centre Inc.

Policy 4.1 – Feedback and Complaints

Last Amended: 12/04/2023

Date Ratified: 30/05/2023

Next Review: 30/05/2025

Review Responsibility: Board of Management

Documents Attached:

- PR4.1 – Feedback and Complaints Procedure
- PS4.1 – Feedback and Complaints Practice and Performance Standards

Chairperson's Name: Wayne Revitt

Signature: _____

Date: _____

Policy 4.1 – Feedback and Complaints

Policy Statement:

This Policy is about hearing from the people we support and their families and support networks about the work we do, and what we do with this information.

A **complaint** is a formal expression of unhappiness or dissatisfaction about a specific incident or situation, where it is expected that the situation is investigated and fixed.

Feedback is information from clients or their families, carers, or members of the public about anything to do with Kids Are Kids! and their experience of Kids Are Kids! Feedback can be positive or negative, or it might be a suggestion or a concern. A **serious complaint** is where the issue raised relates to a staff members' actions or inactions that has caused or may cause harm (such as actual or alleged abuse, neglect, theft or exploitation) or is about an illegal action.

Positive and negative feedback and complaints are welcomed by Kids Are Kids! as it helps us to monitor and improve our services. Kids Are Kids! staff and management encourage feedback and complaints, so that we know that our services meet the needs and expectations of our clients and relevant practice standards.

Enquiry is the process used to find out more about a complaint or feedback so that a decision about the outcome is based on facts and information. An enquiry involves staff asking questions to understand the matter from the point of view of all the people involved in the complaint. Enquiry is used when the complaint is not serious or does not have significant or long-term consequences.

Investigation is the process used to look at all details of a complaint very carefully. It includes considering the facts about a serious or significant complaint, or something that has happened a number of times. An investigation is completed by an Executive Officer or delegate. The size and scope of an investigation should be proportionate to the nature of the complaint or feedback or risk to clients or the organisation.

Procedural fairness: is an approach that treats all parties involved in a complaint with fairness and respect. Practically this means-

- Letting each person involved know what the complaint is about.
- Giving each person the opportunity to describe their version of the matter and making sure it is understood.
- Letting the person/s know how the inquiry/investigation will happen and how long it will take.
- Basing the final decision on the facts and without bias.

- Letting the person making the complaint know the outcome in the format the person would most understand and prefer.

Scope

This policy and its procedure apply to all staff and Board who may receive feedback or complaints from our clients, their families and/or carers, advocates, and other parties.

Guiding Principles

1. Kids Are Kids! is committed to:

- Making information available about the right to complain and the different ways to do this.
- Encouraging clients, their families or carers and other stakeholders to provide feedback or complain.
- Ensuring there is no negative impact on a person's services or the way they are treated because they have made a complaint.
- Supporting clients and their families/carers to raise complaints or give feedback or supporting them to access advocacy services to provide support.
- Making sure staff know their responsibilities in relation to feedback and complaints.
- Investigating and managing complaints to closure in a fair, effective, efficient and timely way with procedural accountability.
- Keeping the person/s who make a complaint or about whom the complaint is made informed about what we are doing, any actions taken and the reasons behind decisions that are made.
- Keeping private information confidential, sharing it only with the people involved or who need to know, wherever possible.
- Meeting any legal obligations to report to the police or other authorities any serious complaints about harm to someone.
- Acting on the basis of facts and evidence gathered during an investigation process and making decisions in good faith and based on these facts and evidence.
- Regularly reviewing the feedback and complaints we receive and using this information to improve services including quality improvement activities.
- Enabling any complaints by clients or families/carers about an Executive Officer's actions to be raised directly at Board level.

2. While Kids Are Kids! works hard to provide quality services and meet expectations, we recognise that mistakes can occur, and we value being informed of these instances and the chance to learn from these to improve service delivery.
3. Kids Are Kids! will keep a register of complaints and feedback, which will be maintained and reviewed by Executive Officers and a summary reported to the Board on a monthly basis including any significant matters or trends. Where a serious complaint occurs, or where the complaint relates to the conduct of an Executive Officer, or poses a risk to the organisation this will be reported in detail to the Board prior to the next Board meeting.
4. All complaints will be investigated with procedural fairness and accountability. This protects the rights and interests of the person/s making the complaint and the person/s who the complaint is about during the enquiry/investigation of the matter. This means that all people involved have equal opportunity to present their version of events and give any relevant supporting information. The person investigating the complaint will not favour any person or pre-judge in any way. The person investigating the complaint will clearly explain the process of investigation to all parties. A different manager to the investigator will seek feedback from the client or their family around their experience of the complaint process and how this could be improved.
5. All people involved in a complaint will be involved in the resolution of the complaint, kept informed of the progress of the complaint and any action taken. They will be informed of the reasons for decisions made and will have the option to have any decisions reviewed if not satisfied with the outcome.
6. There are several ways for complaints or feedback to be provided to Kids Are Kids! These include:

In person to any Kids Are Kids! staff

Phone: 9313 6566

Website: www.kidsarekids.org.au

Email: info@kidsarekids.org.au

lisah@kidsarekids.org.au

teresab@kidsarekids.org.au

In writing Complaints

26 Parry Avenue

Bateman WA 6150

Anonymously Via the suggestion box at the Bateman centre

or through link on website

<https://kidsarekids.org.au/feedback-and-complaints-form/>

Clients or their families can also lodge a complaint about their service directly to the Health and Disability Services Complaints Office (HaDSCO). HaDSCO is an independent statutory authority providing an impartial resolution service for complaints relating to health or disability services provided in WA.

If clients are accessing services with Kids Are Kids! through the NDIS, they can complain to the National Disability Insurance Scheme Quality and Safeguarding Commission via their website <https://www.ndiscommission.gov.au/about/complaints> by calling 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

7. Kids Are Kids! executive team will review complaints and feedback trends every six months to ensure that they lead to service improvement where possible and report this review to the Board.

Procedures:

Procedures will be implemented to enable Kids are Kids! Therapy and Education Centre Inc to meet its policy objective PR4.1 – Complaints and Feedback Procedure

Performance Standards:

Performance Standards will be met to ensure that the procedures specified are implemented effectively. PS4.1 – Complaints and Feedback Practice and Performance Standard

Legislative Base/Authority:

National Disability Insurance Scheme Act 2013 – (Cth)

National Disability Insurance Scheme (Complaints Management and Resolution)

Rules 2018

NDIS Code of Conduct

NDIS Quality and Safeguards Commission: Effective Complaint Handling for NDIS Providers

Related Policies:

5.4 Service Exit

6.3.3 Grievance Resolution Procedure

6.3.8 Code of Conduct Employees, Volunteers, Contractors and Consultants

6.4.1 Incident Management Policy

1.1 Promoting and Protecting Rights Policy

1.3 Privacy and Confidentiality Policy

6.1.6 Risk Management Policy

Review of the Policy

This policy will be reviewed every two years. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly. This policy may also be updated using feedback from complaints investigations.