

1. Purpose

- To explain how Access Plus WA Deaf gets client feedback to help improve services.
- To ensure clients are our priority.
- To ensure feedback is responded to appropriately .
- To ensure staff feel good about their workplace and take pride in their work.
- To ensure all departments respond, manage, process and record compliments and complaints in the same way.

Scope

- This policy covers all people; employees, directors, volunteers, contractors and students of Access Plus WA Deaf, members and stakeholders.
- This policy will deal with all complaints made to Access Plus WA Deaf about our organisation, our staff, processes, services or communications.
- The Western Australian Ombudsman and other bodies, may also receive complaints about Access Plus WA Deaf from time to time.
- It does not cover protected disclosures, staff grievances related to their employment, or processes for a legal right of appeal, such as to the Family Court.

2. Policy Statement

2.1 General

- Access Plus believes people have a right to express their opinion about our services.
- Access Plus will listen and respond quickly and effectively to feedback to help improve the way we work.
- Access Plus records all complaints and compliments.
- Feedback lets Access Plus know if clients are happy with our services.
- Access Plus understands feedback is very important. It can help to improve our services. It also helps to acknowledge the good work our staff do.

2.2 Compliments and Positive Feedback

A compliment can be expressing your thanks, praising someone for a job well done, or an encouraging statement.

Compliments help Access Plus to:

- Understand how successful a service is
- See what parts of a service clients like the most
- Improve other services with similar practices
- Recognize the efforts of staff

- Help make staff feel good about their workplace.

Staff should thank clients for their compliments and feedback.

Clients should be told how the feedback will be used and who it will be passed on to.

If appreciation is not done straight away when the compliment is provided, it must be done in writing within five working days.

Compliments received will be kept by the Corporate Services Manager and recorded in the Compliments and Complaints Register.

Compliments and positive feedback will be communicated throughout Access Plus WA Deaf if appropriate.

2.3 Complaints

A complaint is an expression by someone saying they are unhappy with a service or the complaints process, and an urgent response is needed.

People who make a complaint with Access Plus can formalise it if they want to.

Complaints should be in writing if possible.

If a written complaint is not possible, then a staff member will assist the complainant using the Feedback Form (QUAFORM004) found on the Server (QMS section).

Information in the complaint should include:

- A description of the complaint;
- Relevant supporting information;
- Date incident occurred;
- Name of staff member involved; and
- The solution being requested.

All complaints are confidential.

Negative comments will be kept by the Corporate Services Manager and recorded in the Compliments and Complaints Register.

Complaints and negative feedback will be communicated throughout Access Plus WA Deaf by the Management Team if appropriate.

Complaints and Negative feedback must be acknowledged in writing within 5 business days.

QUAP001- Complaints and Compliments Policy

3. Governance and Accountability

For the Compliments and Complaints Policy to work well, it is important that all staff and board directors are held accountable.

All staff and board members have different levels of accountability within Access Plus.

For Example; All staff are responsible for making sure they are aware of the policy. The board of directors are responsible for understanding compliments and complaints made to Access Plus and using this information to help make decisions about the future.

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4. Breaches of this policy

Breaking the law or breaking the rules in this policy may end in termination of employment.

Disciplinary action may also be taken against any staff member who supports or knows of someone breaking the law or breaking the rules of this policy.

5. User feedback

Questions about this policy or suggestions to improve the policy can be emailed to quality@AccessPlus.org.au

6. Policy Review

This policy will be reviewed every 3 years, or earlier.

7. Related legislation and standards

This policy is informed by the following legislation:

Ombudsman Act 1973
Freedom of Information Act 1982
Information Privacy Act 2000
Children, Youth and Families Act 2005
Charter of Human Rights and Responsibilities Act 2006
Disability Act 2006
Protected Disclosure Act 2012

8. Related documentation

The following internal documents are linked to this policy and procedure.

QUAPR001 Compliments-Complaints-Feedback Process
QUAPR002 Compliments-Complaints-Feedback Process (Visual)
QUAF004 Compliments-Complaints-Feedback Form
QUAP002 Gifts and Rewards Policy
QUAF001 Acknowledgement letter Compliments
QUAF002 Acknowledgement letter Complaints
QUAF003 Complaint Close Out letter
QUAF004 Compliments-Complaints & Feedback Form
QUAF005 Compliments-Complaints & Feedback Brochure
QUAL002 Compliments-Complaints & Feedback Register
QUAL001 Gifts and Rewards Register

Version	Date of Revision	Section Affected	Amended by	Date
1	29/11/2018	<i>Initial Issue of Policy</i>	CSM	29/11/18

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