

# Complaints and Compliments Policy

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Drafted by	Sarah Somerville	Date drafted	February 2015
Responsible person	Executive manager	Review date	February 2016
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## INTRODUCTION

Nexus Care aims to maintain high standards in all of its work but we recognise that we can sometimes get things wrong, despite our best intentions. Without your feedback on these occasions we would not be able to improve the service we offer to you in the future, and therefore we value and take seriously any feedback you provide. Nexus Care is committed to creating a culture whereby feedback is encouraged, recognised and consistently captured.

## PURPOSE

The purpose of this document is to outline our complaints and compliments procedure and ensure the timely and effective management of any feedback received by Nexus Care.

## POLICY

It is our policy to enable participants, volunteers, agencies and Nexus Care staff to provide feedback or raise a complaint about any aspect of Nexus Care programs.

The aim of this policy is to improve the quality of Nexus Care programs provided by adopting a positive, blame-free approach to resolving complaints.

Compliments received inform us of what we are doing right. Complaints received are seen as an opportunity for improvement. All feedback is taken seriously.

We will make all reasonable efforts to understand issues or concerns, and resolve complaints within the programs when they arise. The timely and efficient management of complaints fosters a positive, cooperative attitude with all involved in Nexus Care programs.

Complaints will be addressed promptly with the aim of providing a formal response within [10 days]. We will communicate openly and regularly while we work to resolve the complaint. Once a resolution has been reached, we will talk with those involved to make sure they are satisfied with the outcome of the complaint.

If they are not happy with the outcome of the complaint, they can ask us for an internal reconsideration of our decision. We may also assist in accessing external complaint resolution mechanisms.

## AUTHORISATION

Management Committee

Nexus Care

## **PROCEDURE:**

- All participants, volunteers and Nexus Care staff will be advised about the process for lodging a compliment or complaint at the commencement of a program or
- Our *Compliments and Complaints Policy* is promoted widely within our service.
- Staff and volunteers have an awareness of our Compliments and Complaint Handling Policy and are available to assist care recipients, their family and representatives in providing feedback to the service.
- Copies of our Feedback Form are easily accessible in the office area of Nexus Care to provide clear and accessible ways of providing feedback on the services and care provided. A suggestion box has been provided for lodging of forms.

## **HOW TO MAKE A COMPLIMENT, SUGGESTION OR COMPLAINT:**

- Compliments and complaints can be provided:
  - In person, by approaching a Nexus Care staff member for assistance
  - In writing via email to [info@nexuscare.com.au](mailto:info@nexuscare.com.au)
  - By telephone to (07) 3353 7231
  - In writing by mail to Nexus Care Manager, PO Box 103 Everton Park Q 4053
  - OR [complete our feedback form](#) (preferable)
- To help us investigate and address all complaints, we ask you to provide us with as much information as possible.
  - The reason for your complaint
  - Where and when, what you're complaint is about happened
  - The name(s) of anyone involved (if known)
  - What outcome you are hoping for
  - Your contact details (name, address, daytime telephone number and/or email)
- We do ask that all formal complaints are made in writing. If you need assistance to complete the form or would like to provide verbal feedback, feel free to ask one of our staff or volunteers to assist you to document your complaint.
- Complaints can be lodged in writing or by using the Feedback Form (available from reception, or any member of staff, we can also post or email this to you, on request).
- Complaints will be documented on our *Complaints Register*
- We will try to resolve the problem as quickly as possible but if we cannot do this, for example if we need to investigate further, we will acknowledge your complaint within the following timescale:
  - Either immediately or on the same day if you telephone us
  - Within 24 hours if you contact us by email on weekdays
  - Within five working days if you send us a letter

- You will be given the name of the staff member dealing with your complaint and when they will next contact you either with a proposed resolution or update.
- All complaints will be managed fairly and equitably and as efficiently as possible.
- You are encouraged to raise any matters of concern relating to quality of service and any other issues that may arise.
- We encourage all parties to approach a complaint with an open mind and to attempt to resolve problems through discussion and conciliation.
- In order for us to improve the service we provide, we may wish to contact you within a month of your complaint being dealt with in order to check that you were satisfied with our resolution. Any information you give will only be used to ensure that we provide the best possible service we can. Please let us know if you do not wish to be contacted.

### **Grievances and Dispute Resolution**

The Manager or Supervisor should follow the steps outlined below when a complaint has been submitted:

- Make sure that the person who has the complaint feels listened to and supported. You don't have to agree with what they say, but you must make sure that they know you will act on their concerns.
- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complainant. Obtain a chronology of events (who, what, why, when, how etc).
- Ask the complainant what kind of outcome they are hoping for (best case scenario) and then talk them through next steps: e.g. you will discuss the matter confidentially with the Executive Manager to determine a way in which to deal with the issue and report back to them within a set time frame.
- Provide the complainant with the organisation's confidentiality policy. Explain that they cannot be adversely affected because they have made a complaint, and explain who to report matters to internally if they do feel that they are being adversely affected.
- Provide the complainant with plenty of time to ask questions.
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.

The Manager must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times.

If the matter is not resolved and the employee or volunteer wishes to pursue it, the issue should be discussed with the Executive Manager.

## **Investigating a Grievance or Dispute**

Following are some pointers to ensure that a workplace investigation is procedurally fair. The investigator should ensure that:

- the respondent is aware of all the allegations made against them or Nexus Care in sufficient detail;
- the respondent is allowed a reasonable opportunity, including adequate time, to respond to each of the allegations;
- the investigation is carried out in a reasonable time frame;
- all participants are given the opportunity to have a support person in the interviews pertaining to the investigation;
- all participants are required to maintain confidentiality
- all participants are given the opportunity to respond to any contradictory evidence;
- the investigator makes reasonable and diligent enquiries to ensure that there is sufficient evidence before making findings on the balance of probabilities.

## **ACCOUNTABILITIES**

- Staff are responsible for reporting compliments and complaints to their supervisor or the Executive Manager.
- The Executive Manager is responsible for the management of the compliments and complaints process and informing the relevant staff of any feedback received.
- The Executive Manager is responsible for ensuring that compliments and complaints are entered into the Compliments and Complaints Register to inform ongoing improvement activities within the service.
- The Executive Manager is responsible for analysing feedback trends for the purposes of informing ongoing improvement activities within the service. □
- The Executive Manager is responsible to report all complaints to the Management Committee via the Legislative Compliance Checklist presented at all Management Committee quarterly meetings.

## **CONFIDENTIALITY**

- All information regarding complaints will be kept confidential amongst the staff concerned with its resolution.
- Complaint documentation will be kept in a safe, locked place and accessible only to staff handling the complaint.
- Compliment and complaint information may be forwarded to the management team as part of ongoing improvement activities within the service.

- Statistics on all types of compliments and complaints will be recorded and used to inform ongoing improvement activities within the service. For this purpose, compliment and complaint information may be disseminated to management and other staff. However, the identity of the complainant or persons named in the feedback will not be disclosed.



## FEEDBACK FORM – Nexus Care

**Date:**

**Type of feedback:**

- Compliment
- Suggestion
- Complaint

<b>Which service are you writing about?</b>	
<ul style="list-style-type: none"> <li>• FRESH START FOOD PARCELS</li> <li>• COACH</li> <li>• BREAKFAST PROGRAMS</li> <li>• COOKING CLASSES</li> <li>• EMERGENCY RELIEF</li> <li>• OTHER _____</li> </ul>	
<b>What would you like to tell us? (if insufficient space, please attach further information?)</b>	
<b>What would you like to happen? (if insufficient space, please attach further information?)</b>	
<b>Would you like a response to your feedback/ complaint?</b>	•Yes   • No
<b>If you would like a response, or are happy to provide contact details please provide the following:</b>	
<b>Name:</b>	

<b>Street Address:</b>			
<b>Suburb:</b>		<b>State:</b>	<b>Postcode:</b>
<b>Contact:</b>	<b>Mobile:</b>		<b>Home:</b>
<b>Email:</b>			

Please return this form to: Nexus Care reception OR mail to Nexus Care Inc, PO Box 103 Everton Park Q 4053, E: [info@nexuscare.com.au](mailto:info@nexuscare.com.au)

**Office Use Only**

<b>Date received:</b>	Mail / In person / Phone / Email
<b>Action by (Staff name)</b>	
<b>Forwarded to:</b>	
<b>Action taken:</b>	
<b>Resolved:</b>	Yes / No