

Complaints and Feedback Policy

Policy statement

Patches values complaints and feedback from people with disability, families, carers, service providers and regulators to ensure people are treated fairly when they use our services. Complaints are an important source of information and are used to improve our services wherever possible. This policy supports Patches to apply the NDIS Quality and Safeguarding Practice Standards for Provider Governance and Operational Management.

Scope

This policy applies to all individuals engaged in a service arrangement with Patches.

Principles

- Everyone has the right to complain.
- People making complaints should be supported to access complaints processes.
- Complaints processes should be sensitive to any cultural requirements.
- Robust complaints processes and systems are an important part of quality service management and help safeguard people with disability.
- Complaints identify risks to people with disability but also visitors and staff and support Patches to meet its workplace health and safety obligations.
- Complaints and feedback identify opportunities for Patches to continuously improve its services.

Definitions

Allegation – a claim that an illegal act has occurred. Allegations are always investigated and sometimes an external authority undertakes the investigation such as the police.

Concern – a notification that a person is worried that something is not working, has gone wrong or is otherwise not as it should be.

Complaint – formal advice that an incident has occurred, something is not working the way it should, something is inappropriate or someone is at risk. A serious incident process is required for legal and contractual purposes when a complaint is about a serious incident.

Related policy and procedures

- Continuous improvement policy
- Code of conduct

Related legislation and policy

- Carers’ Recognition Act 2004 (WA)
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- State based WHS legislation
- National Disability Insurance Scheme Act 2013: Principles.
- United Nations Convention on The Rights of Persons with Disabilities
- National Standards for Disability Services
- National Disability Insurance Scheme Quality and Safeguarding Framework

Document Control

Document Name	Patches Complaints and Feedback policy		
Document Owner	CEO	Version	1.0
Created	Company Management Meeting; Clinical Governance Meeting	Last Reviewed	May 2023
Authorised	Company Leadership Meeting	Review Due	May 2024
Published location	Standard policies and procedures; Website		