

FEEDBACK AND COMPLAINTS POLICY

This policy applies to: All people we support and their families, carers or friends, visitors and all other community members who wish to make a complaint related to any aspect of ICLA services and activities.

POLICY OBJECTIVE

This policy is to ensure:

- An effective and fair organisation-wide framework is established for the receipt, capture and response to complaints received regarding ICLA services and activities.

POLICY

ICLA is committed to:

- Ensuring that the people we support, their families, friends, carers and other stakeholders are aware of the available feedback and complaints processes and are encouraged to provide feedback and complaints.
- Ensuring that the people we support are aware of their right to make a complaint, and that they will not be adversely affected as a result of making a complaint.
- Ensuring that the people we support and the community are aware they can make a complaint to the NDIS Commission if they wish to do so. The NDIS Commission's contact details are made accessible to the people we support and the public.
- Taking all complaints seriously.
- Protecting individuals' privacy and adhering to strict confidentiality regarding feedback and complaints.
- Treating any person who makes a complaint with respect and dignity.
- Providing a user-friendly process which is applied consistently, constructively and fairly.
- Providing people with appropriate support and assistance should they wish to make a complaint. This includes providing the people we support with information on how to access advocacy services.
- Addressing feedback and complaints as promptly as possible, while ensuring the process is impartial, thorough and complies with procedures.
- Attempt to understand stakeholders' expectations regarding this process, and clarify and inform where necessary.

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Document Owner – Quality, Outcomes and Evaluation	Last Updated – December 2019 Next Review – December 2022
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- Assessing complaints for their seriousness and ensuring the appropriate level of management is delegated to address and resolve complaints.
- Communicating with all stakeholders throughout the process with formal written notifications and documented decisions.
- Training staff on how to effectively manage complaints.
- Documenting the process of reviewing, investigating and resolving complaints, and periodically reviewing the system to assess its effectiveness.
- Incorporating feedback and complaints into ICLA's continuous improvement processes

DEFINITIONS

Nil

LEGISLATION AND/OR REFERENCE DOCUMENTS

Nil

ASSOCIATED DOCUMENTS

Advocacy Policy

Feedback and Complaints Procedure

Feedback and Complaints Form

Feedback and Complaint Outcome Form

NDIS Complaint Management Rules 2018

THANK YOU

We're here to help.

Get in contact for more information.

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