

FEEDBACK 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.
- The people we support are encouraged and supported to provide feedback, and that ICLA fosters an organisational culture where feedback and complaints are welcomed as opportunities for improvement.

DEFINITIONS

Complex complaint	<p>A complex complaint is one that:</p> <ul style="list-style-type: none"> • Involves issues regarding the standard of care provided • Involves allegations of abuse or neglect • Involves allegations of staff impropriety • Where there is repeated and ongoing complaints from a particular individual • Where the complaint has multiple issues
Feedback	Any information received about the organisation, service delivery or staff, including opinions, comments, suggestions, compliments, complaints, or concern.
Complaint	Expression of dissatisfaction made to or about ICLA, related to services, staff or the handling of a complaint, where a response or resolution is expected or legally required.
Compliment	Information received by ICLA about something that has been done well and/or satisfaction with services received.

ICLA Policy Document – Feedback	Last Updated – February 2021 Next Review – February 2022
Document Owner – Quality	
This Document is uncontrolled when printed	
Page 1 of 3	

POLICY

ICLA is committed to:

- Ensuring that the people we support, their families, friends, carers and other stakeholders are aware of the available feedback processes and are encouraged to provide feedback, including complaints and compliments.
- 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, Registrar of Community Housing or Housing Appeals Committee if they wish to do so. Contact details are available in ICLA's Feedback Procedure. 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.
- Communicating with all stakeholders throughout the process with formal written notifications and documented decisions.
- Assessing complaints for their seriousness and ensuring the appropriate level of management is delegated to address and resolve complaints.
- 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 into ICLA's continuous improvement processes

LEGISLATION AND/OR REFERENCE DOCUMENTS

NDIS Complaint Management Rules 2018

ASSOCIATED DOCUMENTS

Advocacy Policy

Feedback Procedure

Feedback Form for People We Support

Feedback Easy Read

THANK YOU

We're here to help.

Get in contact for more information.

T +61 2 9281 3338

E hr@icla.org.au

W icla.org.au