

FEEDBACK, SATISFACTION, GRIEVANCE, COMPLAINTS & APPEALS

Purpose

The management of customer and employee feedback, satisfaction and complaints is a critical component of the Quality Management System and continuous improvement philosophy Spinal Life Australia operates under.

Feedback and analysis of information contributes to business planning activities which can lead to improvements and increased satisfaction across Spinal Life Australia's operations.

Spinal Life Australia recognises that listening to people and taking on their feedback is a source of ideas to improve the quality of services it provides, and is vital when striving for fair and reasonable outcomes for all stakeholders.

Scope

This policy applies to all workers (which includes an employee, contractor, apprentice, work experience student or volunteer) clients and their families or advocates, members, and other stakeholders.

The management of employee and customer feedback, satisfaction, grievances or complaints and appeals applies across all services, programs and locations of the organisation.

Objectives

Procedures are developed to easily enable employees, clients and their families or advocates, members and stakeholders to contribute their feedback, raise an issue, or lodge a grievance or complaint or appeal regarding Spinal Life Australia's policies, procedures, employees, agents, and quality of service or products supplied.

Principles and processes adopted for the management of feedback and complaints are based on Australian and International Standards.

Employee and customer satisfaction

Spinal Life Australia is committed to enable clients, members and employees opportunities to provide their satisfaction feedback through effective participation towards governance and management decision making and planning. The organisation will collect, analyse and measure employee and customer satisfaction and feedback information through a range of methods as part of continuous improvement planning. Refer to Monitoring and Measuring Employee and Customer Satisfaction procedure.

Employee Grievance

Any worker has access to Spinal Life Australia's grievance process. Human resource management systems and procedures are in place to ensure that employees and volunteers have access to a fair and effective process for dealing with grievances and disputes. Refer to Employee Grievance procedure and Complaints Management work instruction and guideline.

Complaints and Appeals (client related)

Spinal Life Australia has implemented processes to address complaints and appeals raised by employees, volunteers, agency workers, clients and their families or advocates, members and stakeholders. Information about providing feedback, raising an issue, complaint or appeal can be found on the organisation's website, in brochures and handbooks provided to clients and staff or

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directly from the Spinal Life Australia. A procedure is in place detailing the processes implemented. Refer to the Complaints and Appeals procedure, and Complaints Management work instruction and guideline.

Evaluation and Review

Evaluation and review of processes and outcomes are based on internal and external feedback received, satisfaction and complaints data gathered is analysed and monitored for management review.

Spinal Life Australia will revise this policy and associated procedures in accordance with the Continual Improvement procedure, and Documentation, Data and Record Control procedure.

References

Code of Conduct
Code of Ethics
Complaints and Appeals – client related procedure
Complaints Management work instruction
Complaints Management guideline
Continual Improvement procedure
Documentation, Data and Record Control procedure
Employee Grievance procedure
Human Resource Management policy
Management Review procedure
Monitoring and Measuring Employee and Customer Satisfaction procedure
Privacy and Confidentiality policy
Quality policy
Records Management policy
Risk Management policy
Risk Management Plan procedure
Service Access policy
Service Commitment policy
Service Planning and Management policy
Supplier Relationship Management – Purchasing, Preferred Supplier and Contracts procedure
Workplace Health and Safety Management policy

Quality Management System Standards**HSQF – Human Services Quality Framework**

- 1 – Governance and Management (1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7)
- 3 – Responding to Individual Need (3.4)
- 4 – Safety, Well-being and Rights (4.1, 4.2, 4.3, 4.4, 4.5)
- 5 – Feedback, Complaints and Appeals (5.1, 5.2, 5.3, 5.4)
- 6 – Human Resources (6.1, 6.3, 6.4, 6.5)

NSDS – National Standards for Disability Services

- 1 – Rights (1.3, 1.5, 1.7)
- 4 – Feedback and Complaints (4.1, 4.2, 4.3, 4.4, 4.5, 4.6)
- 6 – Service Management (6.1, 6.4, 6.6, 6.7)

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VHC Guidelines

- Objective 3 - Efficient and effective management
- Objective 5 - Privacy, confidentiality and access to personal information
- Objective 6 - Complaints and disputes
- Objective 7 - Advocacy

CCCS - Community Care Common Standards (hacc)

- 1 - Effective management (1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7)
- 3- Service user rights and responsibilities (3.1, 3.2, 3.3, 3.4)

ISO9001:2015 – Quality Management System

- 4 – Context of the organisation (4.1, 4.2, 4.3, 4.4)
- 5 – Leadership (5.1, 5.2, 5.3)
- 6 – Planning (6.1, 6.2, 6.3)
- 7 – Support (7.1, 7.2, 7.3, 7.4, 7.5)
- 8 – Operation (8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7)
- 9 – Performance evaluation (9.1, 9.2, 9.3)
- 10 – Improvement (10.1, 10.2, 10.3)

This policy has been approved and authorised for distribution in accordance with the Documentation, Data and Record Control procedure and Continual Improvement procedure.

Name: Michael Powell , CEO

Signature:



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