



Feedback & Complaints

This document outlines the Feedback and Complaints Policy of the Can:Do Group.

The Can:Do Group is committed to providing high quality services, but sometimes we get it wrong. You can let us know where we have made a mistake by providing feedback or making a formal complaint.

The Can:Do Group takes all feedback and complaints very seriously, and views them as an opportunity to improve the services we provide. This document informs you of how you can make a complaint, and what to expect when you make a complaint.

Definitions

Feedback: is an expression of point of view made to or about an organisation regarding its staff, services or products that does not warrant a formal response or resolution.

Complaint: is an expression of dissatisfaction made to or about an organisation regarding its staff, services or products that warrants response or resolution.

Complainant: is an employee, client, advocate, entity or member of the public who expresses their dissatisfaction about an organisation to either the organisation itself or an external body.

Escalation: is the process of reporting complaints to the NDIS Commission if the complainant is not satisfied with the outcome of their complaint.

Visibility and Accessibility

The Group is committed to providing a complaints and complaints management procedure that:

- is simple and easy to use, giving consideration to the specific needs of the individual or barriers they may experience
- is effectively communicated and promoted to all clients and stakeholders
- ensures complaints or appeals are fairly assessed and responded to promptly
- is confidential, procedurally fair and follows principles of natural justice
- complies with legislative requirements

Principles

The Can: Do Group will:

- ensure that all clients, and their families, carers and advocates are encouraged and supported to raise any concerns they have about the service or organisation
- consider all complaints it receives regardless of whether or not the complainant is a client of the organisation
- treat all complainants with respect, recognising that the issue of complaint is important to the complainant
- maintain confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution. Information will only be disclosed if required by law, or if otherwise necessary
- ensure support and advocacy is available to clients who make a complaint and require support
- resolve complaints, where possible, to the satisfaction of the complainant
- ensure clients, families and advocates have access to the organisation's complaints management policy
- deal with all complaints in a timely manner, and aim to provide a formal response to the complainant within 14 days of the complaint being received
- review complaints in a timely manner and refer them to the Incident Management system if deemed to be an incident
- keep parties to the complaint appropriately involved and informed of progress of the complaint
- ensure that the Board, Senior Leadership Team, staff, students and volunteers are given information about the complaints procedure and are aware of Feedback and Complaints Management procedures for managing client feedback and complaints

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- ensure all service users, stakeholders and members are aware of the complaints policy and procedures
- ensure that all complainants are aware of and understand how to escalate their complaint to the NDIS Commission or other appropriate body, if not satisfied with the outcome of their complaint
- ensure that a child safe environment is maintained and children and young people are safe and supported to make and resolve complaints
- ensure that a complainant is not penalised in any way or prevented from use of services during the progress of an issue
- maintain a register of complaints
- ensure that feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements

- review and evaluate the accessibility and effectiveness of the complaints management system and continually improve its processes
- **Complaints will be handled by a designated Complaints Officer**

Responses to the complaints should match the nature of the complaint in its formality. For example:

- **Informal** – for simple, straightforward complaint that can be handled by the frontline staff.
- **Formal** – for more complex issues and serious matters that need to be referred to a senior person or a complaints officer.
- **External Review** – for matters that cannot be resolved within the organisation, and need to be referred to an external agency, a mediation service or the NDIS Commission for NDIS clients.