

Policy Statement

The Service respects each person's dignity by promoting the right of individuals to give compliments, complaints & suggestions to assist the Service to improve. The Service welcomes feedback as opportunities for service improvement.

Policy Protocols

The Service will process Service User feedback promptly, fairly, confidentially and without retribution.

Complaints will be treated confidentially and will not be discussed with anyone who does not have a genuine responsibility for resolving the issue.

The Service will respect a Service User's choice to use an advocate to provide input and/or make a complaint and will negotiate with the advocate to resolve the issue(s) promptly.

All compliments, complaints & suggestions will be recorded on the Quick Compliments & Suggestion Form or a Complaints Record Form as appropriate.

Service Users who choose to discontinue a service, due to dissatisfaction, will be advised that they may access the Service at a future date.

The Service will ensure no Service User is discriminated against or be the subject of retribution due to making a complaint.

The Service will ensure Team Members are trained to encourage and support Service Users right to provide feedback to the Service.

Related Procedures

- [PRO 3.07-1 Service User Compliments, Complaints and Suggestions](#)

Relevant Standard

Community Care Common Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Standard Service Access
3. Decision Making & Choice
6. Valued Status
7. Complaints & Disputes
10. Rights & Freedom from Abuse

Policy History

No: 3.07	Compliments, Complaints & Suggestions		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding	Method	Date

Shoalhaven Community Transport Service Inc.
Section 3 Service Delivery
Policy 3.07 Compliments, Complaints and Suggestions

Standard
CCCS 2,
3 DSP 1,
3, 6, 7, 10

			amendments		

POL 3.07 Compliments, Complaints and Suggestions