

Expected Outcome

The Service Stakeholders will be aware of the importance the Service places on Service User input to service. Team Members will be aware of the correct procedure to encourage input and complaints.

Training Requirements

All Team Members

Procedure

Feedback from Service Users is important in ensuring that services are continuing to meet Service Users' needs and for planning appropriate services.

Compliments

Compliments are an important part of Service User feedback and can assist the Service to identify:

- if service development actions have been successful;
- if Team Members are providing quality services;
- trends in feedback;
- successes in enablement approaches to service; and
- qualitative as well as quantitative data for use in planning.

Compliments will be recorded on a Quick Compliments & Suggestion form or entered directly into the Compliments, Complaints & Suggestion Register on the computer system. As much as possible the Service User's own words should be used.

Complaints/Suggestions

An important source of feedback is Service Users' complaints and these are welcomed and encouraged by the Service.

All Service Users will be made aware of their right to complain and the use and availability of advocates. Service Users will be assured that they have a right to complain about the Service they are receiving without fear of retribution and that they can expect complaints to be dealt with promptly. The process for making a complaint is included in the Service User's Information Handbook which is presented and explained to Service Users at the time of assessment. The Chief Executive Officer will take steps to ensure that Service Users feel comfortable to continue accessing the Service after making a complaint by following up any actions with the Service Users to make sure they were happy with the process.

The Service User has the right to use an advocate of their choice to negotiate on their behalf with Team Members of the Service. This may be a family member or friend, or an agency such as the Older Person's Rights Service or Disability Rights Service

Service Users will be reminded of complaints procedure at the time of reassessment, reviews, and through service Newsletter.

Shoalhaven Community Transport Service Inc.
Section 3 Service Delivery
Procedure 3.07-1 Service User Compliments/Complaints
& Suggestions

Standard
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Team Members will be trained to take note of Service Users concerns and act promptly so that they are addressed as part of service monitoring and before concerns become a complaint.

Person/s affected by the complaint will be fully informed of all facts and given the opportunity to put their case.

Compliments, Complaints and Suggestions can be made through:

- Completing a Quick Compliments & Complaints Form;
- Completing a Complaints Record Form;
- Contacting the Chief Executive Officer verbally or in writing;
- Responding to questionnaires and surveys;
- Attending Service User forums, meetings or planning days; or
- Contacting external complaints agencies such as the Commonwealth HACC Complaints Line on 1800 550 552, NSW Ombudsman, the Older Person's Rights Service or Disability Rights Service.

Informal Complaints

Informal complaints should be dealt with by the Team Members receiving the feedback unless it involves acts of misconduct, negligence or potential breach of the Service Duty of Care to the Service User. As much as possible Service Users' requests for an informal complaint not to be taken further should be respected. At times an informal complaint may wish to be discussed as a suggestion. Informal complaints/suggestions are recorded on a Quick Compliments & Suggestions Record Form and entered into the Compliments, Complaints & Suggestions Register.

Formal Complaints

Formal complaints are recorded on a Complaints Record Form and entered into the Compliments, Complaints & Suggestions Register. The record form is to be completed by the person receiving the complaint. Service Users are encouraged to raise their complaint with the Team Member concerned in the first instance.

Team Members that have had a concern or complaint expressed to them must document the matter on a Quick Compliments & Suggestion form or Complaints Record Form and enter it in the Compliments, Complaints & Suggestions Register and also discuss matter with the Chief Executive Officer/supervisor. The Chief Executive Officer/supervisor or appropriate person will enter matter onto Service User file (electronic and/or hard copy).

If the Service User is not satisfied with the outcome negotiated with the Team Members or they are not happy to discuss the issue with the Team Members member/volunteer concerned, they may contact the Chief Executive Officer, or use an advocate to negotiate on their behalf. The Service User complaint will be dealt with within 10 days of the complaint being made and the Service User informed of the outcome of their complaint and asked for their feedback on the complaints procedure.

If the Service User is not happy with the outcome, the Service User may raise the issue with the Chairperson/Grievance Officer on the Governance Body. The Chairperson/Grievance Officer will take the complaint and investigate accordingly keeping the Service User updated regarding progress (each 5 days). The Chairperson/Grievance Officer will inform the Executive of his investigations and the Executive will make a determination. That determination will be advised in writing to the Complaint within 14 days of the complaint being received by the Chairperson/Grievance Officer.

If after approaching the above people, the issue is still not resolved, the Service User will be referred to the the Commonwealth HACC Complaints Line on 1800 550 552 or other appropriate agency

Confidentiality of Complaints

As far as possible, the fact that a Service User has lodged a complaint (and the details of that complaint) will be kept confidential amongst Team Members directly concerned with its resolution. The Service User's permission will be obtained prior to any information being given to other parties, that it may be desirable to involve, in order to satisfactorily resolve the complaint.

Dispute between Service Users and carers

If Team Members become aware of a dispute between a Service User and their carer they will refer the situation immediately to the Chief Executive Officer who will either:

1. If the dispute concerns services provided:
 - Encourage honest open discussion regarding the issue between the carer, Service User and the Service;
 - Provide the Service User and carer with clarifying information and attempt to negotiate a solution, or
 - with the Service User's permission refer them to a mediation service.
2. If the dispute does not concern services provided:
 - Encourage honest open discussion regarding the issue between the carer and Service User; and
 - Provide support/referral to access counselling/mediation or other appropriate service such as the Aged Care Assessment Team or Social Worker who will make an assessment and offer support, or another mediation service.

Documents to be completed and/or related to this procedure

- [DOC 3.07-1-1 Complaint Record Form](#)
- [DOC 3.07-1-2 Quick Compliments/Suggestions Form](#)
- [DOC 3.07-1-3 Complaints Flowchart](#)
- [DOC 3.07-1-4 Compliments, Complaints & Suggestion Register](#)

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Corresponding Policy

- [POL 3.07 Compliments, Complaints and Suggestions](#)

Relevant Standard

Community Care Common Standards

- 1.2 Regulatory Compliance
- 1.5 Continuous Improvement
- 3.3 Complaints & Service User Feedback

Disability Service Standards

- 7. Complaints & Disputes
- 10. Rights & Freedom from Abuse

Procedure History

No: 3.07-1	Service User Compliments, Complaints & Suggestions		Date Approved		
Date Procedure due to be reviewed	Date Procedure Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

PRO 3.07-1 Service User Compliments, Complaints & Suggestions