FEEDBACK AND COMPLAINTS POLICY

Parent document: UCWB Rules and Regulations

Document owner: Chief Executive

Document category: Operational – Organisation-wide

1. Policy Statement

We welcome and value feedback and complaints about service delivery as opportunities to learn, improve our services and ensure the safety, dignity and satisfaction of our customers and community members. We are committed to:

- Providing accessible and inclusive ways to give feedback or make complaints
- Responding to all feedback promptly and respectfully
- Resolving complaints fairly, consistently, and in a timely manner
- Protecting the privacy and confidentiality of those involved
- Using feedback and complaint data to improve our services

2. Purpose

This policy outlines our commitment to receiving and responding to feedback and complaints about our services in a way that is respectful, transparent, fair, and focused on continuous improvement.

3. Scope

This policy applies to all customers, community members, stakeholders, staff (employees, volunteers and contractors) and Board members.

This policy does not apply if the subject of the complaint relates to a workplace grievance involving employees.

4. Definitions

Complaint	An expression of dissatisfaction made to or about the organisation, related to services, staff or the handling of a complaint.
Complainant	The person making the complaint.

Complaint manager	The person allocated responsibility for managing a specific complaint.
Compliment	An expression of satisfaction or approval made to or about the organisation, services or staff.
Customer / community member	Any person receiving a service provided by us or provided on our behalf. Individual programs may refer to customers / community members as clients, consumers, care recipients or participants.
Feedback	Information provided by customers, community members and stakeholders about their experience with the organisation, services and staff with the aim of improvement, reinforcement or adjustment.
Suggestion	An idea on how services, systems, policies or procedures can be improved or conducted differently to achieve better outcomes.

5. Policy Statement

UCWB recognises the right of customers, community members, families, carers, advocates, our staff and other stakeholders to provide feedback, raise concerns, or make complaints without fear of retribution. Our feedback and complaints system is built on the following principles:

Right to be heard:	Everyone has the right to give feedback and have their opinions heard and addressed.
Awareness:	Customers and community members are informed about their right to give feedback, make complaint.
Empower:	Customers and community members are encouraged and supported to speak up without fear of retribution, knowing their voices are valued and will be taken seriously.
Accessibility:	Feedback and complaints processes are easy to understand, culturally appropriate, trauma informed and available in multiple formats.
Support:	People are offered assistance, including interpreters, advocates or trusted support persons, to help them express their concerns and understand the process.

Confidentiality:	We respect the confidentiality and privacy of the people providing feedback.
Fairness:	All feedback and complaints are treated fairly, transparently and objectively with clear communication about how decisions are made and what actions will be taken.
Timeliness:	Complaints are acknowledged within two business days, resolved as quickly as possible and are regularly kept informed.
Continuous improvement	Feedback and complaint information is used to identify trends, learn and improve services, policies and culture.

All staff will be inducted in the feedback and complaints management system, including during the corporate induction session for all new staff members. Staff will also be given access to information explaining how to record and manage feedback and complaints.

The Feedback and Complaints Policy and the Feedback and Complaints Management Procedure are available to the public on our websites. Feedback can be submitted through the websites via the 'Feedback' pages.

UCWB will provide clear information to customers, community members, their families and advocates about how to provide feedback and complaints during the on-boarding process.

People are offered assistance, including interpreters, to help them express their concerns and understand the process. People can have a person of their choice, including an advocate, to support them or speak on their behalf.

Feedback may be made anonymously, however, in the case of complaints, where the information provided is insufficient to allow thorough investigation of the issue, we will be unable to progress the complaint.

We aim to resolve issues or concerns as quickly as possible and ensure the complainant is regularly informed of progress. When a complaint is not resolved at the first point of contact, the complainant will receive:

- notification of the person investigating within 2 business days
- an update at least every 5 business days
- resolution within 2 weeks, where possible.

If a complainant is not satisfied with the management or resolution of their complaint, they can request an internal review of the complaint. The Executive Manager of the division providing the service the complaint relates to will ensure that internal reviews are conducted in accordance with the Feedback and Complaints Management

Procedure. Complainants will also be advised they can raise their complaint with external organisations. We will provide support and assistance to the complainant in contacting these external organisations.

UCWB is committed to providing protection for whistleblowers in relation to disclosure of any illegal or unethical behaviour in accordance with the Whistleblower Policy.

If a complaint involves harm, or potential harm, to a customer or community member during service delivery, the incident is raised and managed in accordance with the Customer Incident Management Policy.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this Policy. Further information on managing unreasonable conduct by complainants is provided in the Work Health Safety and Wellbeing Policy.

6. System Governance

All feedback and complaints are recorded in UCWB's Feedback and Complaints Register and are reviewed for trends and opportunities for improvement. Continuous improvement actions arising from complaints or suggestions are progressed, monitored and reported on through our continuous improvement management system in accordance with the Quality Management Framework and the Quality & Continuous Improvement Procedure.

Reports on feedback and complaints are provided to managers, the Executive, the Clinical Governance Committee and the Board regularly and in accordance with the Feedback and Complaints Management Procedure.

We will monitor the feedback management system to ensure complaints are being effectively managed and resolved and implement appropriate changes as needed. Customers, community members, stakeholders and staff are encouraged to provide feedback on the system. Annual reviews of the system are included in the Continuous Quality Improvement System Review.

7. Responsibilities

Board	Receive notice of complaints deemed as serious breaches or risk to the organisation. Review feedback and complaints reporting and oversee quality improvement strategies.

Chief Executive	Lead a culture that welcomes feedback and complaints, takes them seriously and responds appropriately. Ensure UCWB has effective systems and resources in place for managing feedback and complaints in line with legislative and regulatory requirements. Provide support and guidance to staff with complaints deemed as serious breaches or risk to the organisation. Monitor feedback and complaint trends through regular reporting to identify systemic issues and drive strategic improvements.
Executive Managers	Ensure internal reviews are conducted in accordance with the Feedback and Complaints Management Procedure Provide support and guidance to Managers / Leaders with complex complaints. Appoint internal reviewers. Monitor trends through monthly reporting and ensure accountability and compliance.
Quality & Safeguarding Committee	Review and monitor trends, provide advice and guidance regarding proposed and implemented mitigations and service improvements.

Managers / Leaders	Promote and maintain a safe environment where customers, community members, stakeholders and staff feel comfortable to provide feedback and complaints without fear of reprisal. Ensure staff understand and follow the feedback and complaints procedure. Receive, acknowledge, investigate and respond to complaints in a respectful, timely and impartial manner. Ensure appropriate actions are taken to resolve complaints and decisions, outcomes and follow-up are documented. Ensure that mandatory notification and/or reporting of complaints to external agencies occurs where required. Assess feedback and complaints trend reporting and identify, develop and implement performance and service improvements. Provide suggestions on ways to improve the feedback and complaints management system.
Impact and Customer Experience team	Monitor and review customer, community member and stakeholder feedback. Provide support, advice and training to staff on the implementation of this Policy. Ensure this Policy is accessible to the public on the UCWB website. Ensure feedback and complaints trend reports are provided in accordance with this Policy and the Feedback and Complaints Management Procedure.

All staff	Ensure they are familiar with this Policy and the Feedback and Complaints Management Procedure. Provide customers and community members with information about how to give feedback, the feedback and complaints process, and the supports available, including access to independent advocacy. Encourage and support customers, community members and stakeholders to provide feedback and complaints. Listen to feedback and complaints with empathy and respect, without defensiveness and judgement. Ensure feedback and complaints are reported in accordance with this Policy and the Feedback and Complaints Management Procedure. Maintain confidentiality and privacy throughout the process. Participate in training, reflective practice and supervision to strengthen skills in managing feedback and complaints effectively.

8. Delegations

There are no delegations established by this policy.

9. Relevant Legislation, Policies, Procedures and Other Documents

9.1 Legislation

- Aged Care Act 2024 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Education and Early Childhood Services (Registration and Standards) Act 2011 (SA)
- Health and Community Services Complaints Act 2004 (SA)
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 (Cth)

- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 (Cth)
- National Disability Insurance Scheme Terms of Business for Registered Providers 2016 (Cth)

9.2 Policies and Procedures

- Code of Conduct
- Customer Engagement and Participation Framework
- Customer Services Policy
- Customer Incident Management Policy
- Customer Incident Management Procedure
- Feedback and Complaints Management Procedure
- Privacy and Information Sharing Policy
- Quality Management Framework
- Quality and Continuous Improvement Procedure
- Whistleblower Policy

9.3 Other Documents (internal and external)

- Aged Care Quality Standards
- AS/NZS 10002: 2018 Australian/New Zealand Standard™ Guidelines for complaint management in organisations
- Australian Service Excellence Standards
- Continuous Improvement Register
- Feedback and Complaints Register
- Feedback Forms (public and staff use)
- National Disability Insurance Scheme Practice Standards
- Quality and Compliance Management Schedule

10. Document History

Version No.	Version Date	Next Review Date	Approved by	Summary of Changes
5.0	31/10/25	31/10/30	Chief Executive	Renamed Feedback and Complaints Policy. Updated to include capturing of suggestions. Updated to align with Aspire Recovery Connection policy and language, Aged Care Act 2024, strengthened Aged Care Quality Standards. Inclusion of sections about whistleblowers, incidents and unreasonable conduct Updated titles and responsibilities.
4.0	25/5/22	25/5/27	Chief Executive	Changes to document category Language, positions, titles and responsibilities updated Reporting requirements updated to include reporting to the Clinical Governance Committee Policy Principles removed from policy to align with new template Policy updated to include the capturing and recording of Compliments
3.0	22/1/19	22/1/22	EM Corporate Services	Minor review: 7.2 - Internal Review added to meet requirement of Australian Service Excellence Standards Responsibilities updated

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2.0	16/10/18	16/10/21	EM Corporate Services	3 Scope expanded to include representatives of consumers 5 Policy Principles updated to include requirement to refer and notify 6 Accessibility of Complaint Process amended to include more specific information about how information on complaints process is provided 7.1 Rights amended for contact within 2 business days rather than 5 to be consistent with the Complaints Management Procedure 8 National Disability Insurance Scheme (NDIS) Complainants added for compliance with NDIS (Complaints Management and Resolution) Rules 2018 Requirement for retention of records added to10 Recording Monitoring and Reporting to comply with NDIS Terms of Business
				11 Training added for compliance with the NDIS (Complaints Management and Resolution) Rules 2018 12 Complaints System Review added for compliance with the NDIS (Complaints Management and Resolution) Rules 2018 Legislative references updated and references to relevant quality standards added
1.0	26/2/18	26/2/21	Board	Document created Separates Complaint Management Policy from Quality Management Policy. Supported by Complaint Management Procedure.