

FEEDBACK AND COMPLAINTS POLICY

Version	Date approved	Date for review
0.1	31 October 2024	31 October 2027
1.4	December 2020	December 2022
1.3	May 2019	May 2021
1.2	January 2018	January 2021

1. Purpose and Scope

Coastlink recognises the right of people we support, their support network, Coastlink staff and all other stakeholders, to provide feedback about any support, service or business aspect of Coastlink; and to have this feedback acknowledged and addressed in a timely manner.

The scope of reference for this policy is external feedback only. Internal feedback is managed by the staff grievance processes.

2. Policy

Coastlink promotes the highest standard of service for all stakeholders. We see feedback, in all its forms, as crucial to our Strategic Priorities of *Quality Outcomes*.

To facilitate feedback, Coastlink will:

- Foster a culture that encourages open and honest communication and a positive approach to all feedback, seeing all feedback as opportunities for improvement.
- Ensure all stakeholders involved in or affected by Coastlink operations are aware of how to provide feedback internally, and with relevant external organisations (e.g. NDIS Quality and Safeguards Commission, Complaints Resolution and Referral Service (CRRS) and the Aged Care Quality and Safety Commission). This includes providing clients with written information about their rights, how to make a complaint and how to

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appeal decisions of the organisation.

- Provide people with appropriate support and assistance should they wish to provide feedback, including making a complaint or appealing a decision of the organisation. This includes encouraging and protecting people’s right to provide feedback, and supporting clients to contact an advocate, arrange an interpreter etc.
- Regularly ask for feedback about the services we provide through methods such as surveys, service reviews, advisory groups, encouraging informal feedback from customers etc.
- Treat any person who makes a complaint with empathy and respect.

Coastlink is committed to having an organisation wide feedback process that:

- Is person-centred, child friendly, equitable and accessible, and can be tailored to individual needs.
- Allows people to provide feedback, including complaints and anonymous feedback, in ways that are comfortable and feel safe for them, without fear of adverse consequences or loss of service.
- Includes a feedback management process that:
 - follows the principles of procedural fairness and natural justice
 - identifies, recognises and responds to perceived and real conflicts of interest
 - ensures feedback is handled in a non-judgemental, objective, impartial and consistent manner
 - allows the organisation to address all types of feedback thoroughly, effectively and efficiently; and
 - includes a clear delegation process.
- Complies with legislative and contractual requirements, including but not limited to, retaining records in accordance with privacy and confidentiality requirements.
- Captures feedback (positive, neutral and negative) related data for use in organisational/service reviews, planning and continuous improvement activities.
- Is known to, understood by and used by all Coastlink people.
- Is reviewed periodically, as part of continuous improvement activities.

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When a concern or complaint is raised Coastlink will ensure:

- It is resolved satisfactorily, promptly, efficiently and in a professional and timely manner.
- Complainants and their support network are kept informed of the progress of any investigations and provided with information about investigation outcomes.
- External reporting to professional and legislative bodies is complete in accordance with requirements.

3. Breach or Non-Compliance of Policy

Any employee, volunteer or contractor found to be in breach of this Policy will be subject to appropriate disciplinary action, up to and including summary dismissal.

4. Implementation

The implementation of this policy is immediate and will be supported by staff induction and training and team meetings, and staff reviews.

5. Evaluation

This policy will be reviewed at least every three years.

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