



## **POLICIES AND PROCEDURES**

# **Feedback and Complaints**

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## 1. Purpose

The purpose of this Policy is to provide guidance to Complete Nursing and Home Care's staff in receiving and responding to complaints and managing other comments or feedback from customers and stakeholders.

## 2. Scope

This Policy applies to all Complete Nursing and Home Care activities. It forms part of Complete Nursing and Home Care Service Delivery framework and applies to all employees, contractors and volunteers. Complete Nursing and Home Care is committed to training staff, volunteers and subcontractors in the policy content.

## 3. Definitions

Feedback is the process or a specific instance of providing information to the organisation about any aspect of its service, program and activities.

A complaint is any written or verbal statement outlining a problem or concern involving the organisation.

## 4. Principals

Any person or organisation accessing services and programs provided by the organisation, or those affected by its operations, has the right to provide feedback and make a complaint.

**Complete Nursing and Home Care** recognises that customers and stakeholders need avenues to give feedback or raise complaints with the organisation, and are entitled to have their concerns addressed in ways that ensure access and equity, timeliness, accountability and transparency.

**Complete Nursing and Home Care** understands that complaint information may be sensitive in nature, respects the complainant's right to confidentiality, and will handle complaints in a fair, equitable and timely manner.

The process for communicating feedback and complaints to the organisation is conveyed to all staff, students, volunteers, customers and stakeholders.

## 5. Outcomes

Feedback, including complaints, is considered an important part of **Complete Nursing and Home Care's** operational and program planning and as part of its quality improvement program.

Responses to complaints and other feedback are delivered in a consistent and timely manner.

The resolution of the complaint to the satisfaction of the complainant is a goal of the complaints process.

## 6. Collection, Monitoring and Reporting

Information regarding complaints is collated in a Feedback register. This information is provided to the General Manager at Administration meetings unless the complaint is considered urgent and is to be communicated to the General Manager urgently.

The General Manager analyses complaints for trends and provides recommendations for action to be taken. Recommendations are discussed at staff meetings.

## 7. Responding to Complaints and Feedback

The response to a complaint will be coordinated by the Service Manager. However, all staff may be involved in responding to a complaint either through communication with

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# Complete Nursing & Home Care Feedback and Complaints Policy

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Released April 2018  
Location: Document  
Register: SharePoint

the complainant, reviewing documentation or implementing practice changes because of a complaint or feedback.

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**Document owner:** Services Delivery Manager

**Approved by:** General Manager 2018

**Review Date:** March 2019

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## 8. Complaints Involving Staff

Complaints involving staff members should be received as per the Feedback and Complaints Procedure and forwarded to the **HR Officer** who is responsible for the management of human resources policies and systems. The **HR Officer** will coordinate a response to the complaint in conjunction with the staff member's supervisor.

Responding to the complaint may involve:

- Investigating the complaint and providing the staff member with an opportunity to respond to issues raised
- Attempting to mediate the dispute (if appropriate) and/or attempt to resolve the matter
- Taking further action necessary to resolve the issue (e.g. external mediation and dispute resolution services).

Any disciplinary action against a staff member arising from a complaint will be taken in accordance with the HR Policies.

## 9. Policy Governance

Management Team	Provides policy, oversight and review
Administration Officer	Oversees regular review of Policy
General Manager	Drives culture of Policy adherence and signs off on annual risk / hazard review
HR Manager	Ensure staff comply with policy and foster a culture where risks can be identified and escalated
WHS Committee	Continuously improving policy, strategy and supporting framework
Staff and Contractors	Comply with policies and procedures

## Workplace participant acknowledgement

*I acknowledge:*

- *receiving the CNHC Policy;*
- *that I will comply with the Policy; and*
- *that there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.*

Name:

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Signed:

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Date:

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