

# Compliments and Complaints - Client/Consumer Policy

## Compliments and Complaints - Client/Consumer Policy

Document number: SCS-PP-4004 Version 2.0

### Approval

Policy owner: Executive Manager, Specialist Community Services

Business Unit: Specialist Community Services

Approved by: Executive Manager, Specialist Community Services

Date approved: 02/02/2022

Review date: 02/02/2024

### 1. Purpose

1. Specialist Community Services (SCS) is committed to constant improvement of service delivery by ensuring a safe, confidential and supportive environment for client/consumers to provide honest and appropriate feedback.
2. This policy has been created to ensure client/consumers are aware of the mechanisms to voice their feedback.
3. Feedback is actively encouraged from clients/consumers and their representatives to ensure a high-quality service provision. All feedback is taken seriously and will be heard without discrimination.

### 2. Scope

1. This policy applies to consumers/clients and staff accessing the following SCS services;
  - Mental Health Service
  - Tom Fisher House
  - Passages Youth Engagement Hubs
  - Housing Plus

### 3. Policy principles

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1. SCS ensures that clients/consumers have access to mechanisms to provide feedback in SCS services.
2. Secure suggestion boxes are available for clients/consumers to submit compliments and/or complaints in all SCS services. These are checked by a designated staff member on a regular basis and are discussed where necessary at Clinical Governance meetings.
3. SCS also provide client/consumers access to service specific feedback forms during their engagement with services.
4. SCS maintains a register of all compliments, complaints and feedback received.
5. SCS reviews all feedback received as part of continuous improvement practice. Practices will be reviewed following feedback and, revised or developed as required.
6. Clients/Consumers and/or their representatives are encouraged to openly discuss any issues or concerns with staff in the first instance to reach a mutually acceptable resolution.
7. Matters that are unable to be resolved with a mutually agreeable outcome may be referred to an external agency if necessary, with the consent of the client.
8. Clients/consumers and their representatives are advised that they are at liberty to contact external services for advice and support and, are informed of how to lodge an external complaint via the relevant service agency if required. Contact details for these agencies will be provided at each service site.

### 4. Roles and responsibilities

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1. The Executive Manager, Specialist Community Services is responsible for maintaining the currency of this policy.
2. Society representatives are required to adhere to this policy. Failure to comply may be considered a breach of our policies and may result in disciplinary action.

### 5. Review

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1. This policy will be reviewed at least every two years, after consultation. Some circumstances may trigger an early review; this includes but is not limited to legislative changes, organisational changes, incident outcomes and other matters deemed appropriate by SCS Management Team and Executive Manager SCS.

### 6. Further assistance

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1. Society personnel should speak with their Manager regarding any questions about the implementation of this policy.

### 7. References

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References made in this policy are:

1. There are no references



## 8. Related documents and legislation

Related documents and legislation at the time of approval include:

1. SCS-PP-4018 Privacy and Confidentiality Consumer/Client Policy
2. SCS-PP-4024 Consumer and Client Participation Policy
3. HGP-PR-4091 Complaints and Appeal Procedure
4. HGP-PR-4103 Feedback Procedure
5. Australian Privacy Principle Guidelines, Privacy Act 1988, *Office of the Australian Information Commissioner, Australian Government.*
6. National Standards for Mental Health Services, *Department of Health, Australian Government.*
7. Licensing and Accreditation Regulatory Unit, *Department of Health, Government of Western Australia.*
8. Homelessness Service Standards, *Department of Communities, Government of Western Australia.*
9. Youth Work Code of Ethics, *The Association for Youth Work Western Australia.*

## 9. Approval and amendment history

| Version | Approval authority | Date       | Amendment summary                               |
|---------|--------------------|------------|---|
| 1.0     | EM, SCS            | 31/05/2019 | Initial version                                 |
| 2.0     | EM, SCS            | 02/02/2022 | Scheduled review and conversion to new template |

## 10. Definitions

| Term                   | Definition   |
|------------------------|--|
| Complaint              | to express dissatisfaction (through a written or verbal statement) with an individual, organisation or service.  |
| Compliment             | to express praise or commendation to a person, action or service.  |
| Continuous Improvement | <p>Continuous Improvement is a systematic, ongoing effort to improve the quality of service delivery. It:</p> <ul style="list-style-type: none"><li>• considers the needs of a provider's consumers/clients and where possible should involve them in improvement activities;</li><li>• identifies benchmarks of excellent practices and instilling a sense of employee ownership of the process.</li><li>• is part of an overall quality system that assesses how well a provider's systems are working and the standard of service delivery achieved; and</li><li>• is a results-focused activity demonstrated through outputs and outcomes.</li></ul> <p>The basis of the continuous improvement philosophy are the beliefs that virtually any aspect of an operation can be improved and that the people most closely associated with an operation are in the best position to identify the changes that should be made. Consequently, employee and client/consumer involvement play a big role in continuous improvement programs.</p> <p>(Operations Management, Strategy and Analysis, Fourth Edition, Karajewski/Ritzman, Page 151-15, Published 1996)</p> |