

Feedback and Complaints Policy

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Policy Intention

To outline the WEmpower Services position in regard to customers' right to provide feedback and to lodge a complaint; and to outline the Procedure for all staff in dealing effectively with complaints received.

Relationship to other WEmpower Services Policies

Book 1 - Service Delivery Policies:
Advocacy Policy
Boating Policy
Bullying & Harassment Policy
Child Safety Policy
Client Rights & Responsibilities Policy
Driving of Client Vehicle Policy
Diversity & Equal Employment Opportunities
Dress Code Policy
Feedback & Complaints Policy
Freedom from Abuse, Neglect & Exploitation
Informed Consent Policy
Intake Policy
Managing Allegations of Sexual Abuse
Management of Medication
Mobile Phone Policy
Privacy Statement Policy
Responding to Quality-of-Care Concerns
Restrictive Practices Policy
Risk Assessment Policy
Safeguarding Policy
Service Access Policy
Service Agreements with Participants Policy
Staff Code of Conduct Policy
Staff Recruitment and Induction Policy
Support Planning Procedures
Transitions to and from the Provider Procedures

Scope

All WEmpower Services Staff and Customers need to know about and are affected by this policy.

This Policy is an essential part of the WEmpower Service Quality and Improvement Process

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Responsibility

Who is Responsible?	What are they responsible for?
Managers	<ul style="list-style-type: none"> • Encourage an environment where complaints are handled seriously and thoroughly. • Promote a “Positive Complaints Culture.” • Make sure an effective, fair, and transparent complaint management system is developed and in place. • Make sure appropriate resources are available and used for effective complaint management. • Make sure appropriate actions are implemented to prevent similar problems from occurring. • The final review and approval of this policy. • Promote the Feedback and Complaints Policy and Procedure to staff and customers. • Show on-going improvement of the complaint management system. • Show a positive attitude towards solving complaints and encouraging customers and staff to feel confident about raising issues. • Support staff if a complaint has been raised against them by giving them the chance to respond so their version of events is heard. • Commit to providing staff training on complaints management outlined in the Feedback and Complaints Policy and Procedure. • Identify trends that may indicate a problem at a service or organisational level affecting delivery of service where improvement is needed. • Approve quarterly reports that inform about the nature of complaints received, customer insights, emerging trends, and strategies to address systemic issues identified from complaints received. • Conduct an annual view of complaints by type, identified issues and provide recommended actions. • Review customer satisfaction of the feedback/complaints process. • Review and evaluate the effectiveness of the complaint handling process. • Maintain the Feedback and Complaints Policy, its related procedures, and associated documents.
All Staff	<ul style="list-style-type: none"> • Following the requirements of the policy. • Support our commitment to the timely and fair resolution of complaints.

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	<ul style="list-style-type: none"> • Understand complaints, compliments and suggestions are welcomed and are a valued opportunity to improve service. • Understand their role in receiving, responding to, or forwarding complaints. • Respect the privacy and dignity of the person making the complaint and making sure the information about a complaint will only be shared on a need-to-know basis, within the organisation and externally. • Review of the Feedback and Complaints Policy and Procedure and providing input on ways the process could be improved.
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Legislation List for all WEmpower Services Policies

ADHC Risk and Safety Procedures, January 2016	Aged Care Act 1997 (Commonwealth)
Age Discrimination Act 2004	Anti-discrimination Act 1977 (NSW)
Associations Incorporation Act 2009	Australian Human Rights Commission Act 1986 (Commonwealth)
Carer's Recognition Act 1974	Children & Young Persons (Care & Protection) Act 1988 <ul style="list-style-type: none"> • Children & Young Persons (Care & Protection) Act 1998 Chapter 16A • Children & Young Persons (Care & Protection) Act 1988 Section 27 • Protection of Persons who make a Report • Children & Young Persons (Care & Protection) Act 1998 Restrictive Practices S158 • Children & Young Persons (Care & Protection) Act 1988 Section 23 ROSH
Children & Young Persons (Care & Protection) regulation 2012	Children's Guardian Act 2019 <ul style="list-style-type: none"> • Children's Guardian Act 2019 Section 28
Commonwealth Privacy Act 1988	Commonwealth State and Territory Disability Agreement
Community Services (Complaints, Review & Monitoring) Act 1993	Corporations Act 2001
Crimes Act 1900 (NSW) section 66F	Disability Discrimination Act 1992 (Commonwealth)
Disability Inclusion Act 2014	Equal Employment Opportunity Act (1987)
Guardianship Act 1987 (NSW)	Health Records & Information Privacy Act 2002
Home and Community Care Act 1985	Mental Health Act 2007 (NSW)
Model Work Health and Safety Regulations 2011 (Cth)	National Disability Insurance Scheme Act (NDIS) 2013
National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2020	National Disability Insurance Scheme Rules (NDIS) 2018
National Standards for Disability Services 2013	NDIS (Incident Management and Reportable Incidents) Rules 2018
NDIS Practice Standards & Quality Indicators Jan 2020	NDIS (Restrictive Practices and Behaviour Support) Rules 2018 – Updated July 2020
NDIS Terms of Business	NSW Carers (Recognition) Act 2010
NSW Home Care Service Act 1988	NSW Protected Disclosures Act 1994
NSW Restrictive Practices Authorisation Policy June 2019	Occupational Health and Safety Act 2000 NSW

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Ombudsman Act 1974	Principles for Child Safe Organisations
Privacy Act 1988 (Cth)	Privacy & Personal Information Protection Act 1998
State Records Authority of New South Wales <i>Functional Retention and Disposal Authority: FA306</i>	Statutory Procedures - Voluntary Out-Of-Home Care in NSW 2020
The Advocate for Children and Young People Act 2014	The Australian Privacy Principles 2014
The Child Safe Standards 2020	
The Fair Work Act 2009	The Fair Work Regulations 2009
The Human Rights & Equal Opportunity Commission Act 1986	The National Employment Standards
The Racial Discrimination Act 1975	The Racial Hatred Act 1995 – Bullying
The Sex Discrimination Act 1984	United Nations Convention on The Rights of Persons with Disabilities
Universal Declaration of Human Rights	Work Health and Safety Act 2011 (Commonwealth)
Workers Compensation Act 1987 (NSW)	Workers Compensation Regulation 2010 (NSW)
Workplace Gender Equality Act 2012 (Commonwealth)	Workplace Injury Management and Workers Compensation Act 1998 (NSW)

Feedback & Complaints Policy

- Complaints and other feedback are welcomed through a transparent and easily accessible process.
- Appropriate support and assistance are available to support people accessing the system.
- People affected by the complaint are involved and kept informed at all stages of the process. This includes progress, resolution, any actions taken, reasons for decisions made and options for decisions to be reviewed.
- Feedback, including complaints, suggestions, and compliments, are welcomed and important to make sure the services we deliver are good and of the highest quality.
- We recognise, respect, and encourage the rights of people to raise complaints and give feedback without fear. People are treated with respect and dignity throughout the feedback and complaints' process.
- Feedback and complaints can be given in writing, by email, fax, by speaking to someone or any other method of communication.
- We regularly ask for feedback about our services through surveys, service reviews, customer consultation meetings and encouraging informal feedback from customers.

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- How feedback or complaints are given will not affect how quickly we respond to you or the result of the response.
- We train staff so they are aware of the complaints process. They receive instructions on the use of and how to comply with the system.
- We train staff who work with children to consider their vulnerability and to listen carefully to any complaints they make, as they may not use adult “complaint” language.
- Complaints about services received, are handled in line with relevant legislation. This could include referring to the appropriate law enforcement agency.
- We offer appropriate support and assistance to any person wishing to make a complaint to our service or to the Commissioner.
- All complaints are recorded so the team can find trends, identify risks, and make recommendations for improvements at an individual, service or organisational level.
- A standard approach to complaints management.
- Feedback and complaints are managed in a fair and transparent way. We always try to reach a positive result.
- We encourage good listening and communication to make decisions based on proof of evidence, instead of speculation or suspicion.
- Decision makers are required to be fair, unbiased, and impartial to abide by the guidelines of procedural fairness.
- Complaints will be handled in a timely and effective manner and all records will be kept for a minimum of seven years.
- WEmpower Services will not share customer personal information without their written permission unless we are required to by the law. For example, Mandatory Reporting of child wellbeing concerns.
- People are updated about the progress of their complaint and involved in the resolution process.
- We promote our feedback and complaints process and use it to identify problems with service delivery and how they can be fixed.

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Equity & Access Considerations

All actions and decisions are made thinking about the age, culture, disability, language, religion, gender, and sexuality of complainants.

- Information is communicated, and feedback is asked for in user friendly formats to suit the needs of customers, families, carers, and target groups in the community.
- Our staff will inform the complainant that they have the right to involve an advocate and make all efforts to help them find an appropriate advocate if requested. A list of advocacy services is available in the *Feedback and Complaints* brochure.
- When a child or young person makes a complaint, WEmpower Services staff will offer to find a support person to help them during the complaint process. It may not be appropriate for the complainant or child to be directly involved in the resolution of a complaint.
- WEmpower Services staff will seek the complainant's permission before referring them to an interpreter or advocate.
- The Complaints and Feedback Notification Form and *Feedback and Complaints* brochure are available to everyone through our staff and management.

Cultural Diversity

Employees must make sure services are provided with sensitivity which considers the beliefs and practices of customers from different cultural and language backgrounds. This includes the needs of Aboriginal and Torres Strait Islander people, their families, and communities.

- Communication about this policy should be done in a way that suits each individual with respect to their cultural background. For example, use of an interpreter.

Definitions

Complaint - feedback you give us if you are unhappy with our service, and you would like us to try to find a solution to the problem.

Suggestion or Compliment – an opportunity for you to share a comment, opinion, or idea about how we can improve something.

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Procedural Fairness - acting fairly when making administrative decisions. For example, before adverse action is taken the person affected will be put on notice, have an opportunity to express their views, oppose any hurtful information and have any final decisions explained.

Consequences

WEmpower Services shall take appropriate disciplinary action against any employee who does not follow the requirements of our Feedback and Complaints Policy.

Disciplinary action may include any of the following:

- a requirement to provide a written or verbal apology.
 - a formal warning.
 - a requirement to attend training or counselling, and dismissal.
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What is the Procedure?

All staff are responsible for knowing what to do and for communicating the feedback and complaints process to customers.

- Customers are able to complain to any staff member, regardless of their role.
 - It is the law that we can receive feedback and complaints by:
 - Letter
 - Email
 - Our website
 - social media
 - in person
 - Filling out WEmpower Service's Feedback and Complaints Form
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Suggestions & Compliments

Compliments can be about the impact and outcome WEmpower Services has made with customers.

Some examples are:

- Program/ service specific
- Staff behaviours, attitudes, personal characteristics
- WEmpower Services qualities, values, or activities
- Positive impact or outcomes for customer, family, or carers
- Stakeholder/WEmpower Services Partner benefits

Stage	What needs to be done	Who does it?
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<p>Acknowledge the Suggestion or Compliment</p>	<p>1. Options for receiving compliments or suggestions:</p> <ul style="list-style-type: none"> • Feedback and Complaints Form – anyone can fill this out if they want to or you can record the conversation onto this form if they tell you over the phone or in person. You can also take feedback about another service. • Email from customer – this can be directly from the customer or forwarded. • Letter from the customer. <p>2. Thank the person and let them know the details will be recorded.</p> <p>3. Give the completed form or send an email to the Manager.</p>	<p>Person receiving the compliment or suggestion</p>
<p>Communicate the Outcome</p>	<p>4. If there are follow-up actions, or we make improvements, tell the customer what has been done.</p> <p>5. Share compliments with any staff that have been recognised and at team meetings.</p> <p>6. Compliments are shared in WEmpower Safeguards and Practice report and Management forums.</p>	<p>Manager</p>

Complaints

Complaints can be received by any staff member.

- It is everyone's responsibility to receive complaints and to provide appropriate assistance if required for the person making the complaint.

Informal Complaints

Simple straightforward complaint.

- Not of significant threat to the individual's wellbeing.
- Usually encountered during daily living.

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- Through discussion the issues may become clear, and the problem can be addressed.
- Many complaints can be resolved at the service level.

Stage	What needs to be done?	Who does it?
Acknowledge and receive the Complaint	<ol style="list-style-type: none"> 1. Acknowledge the perspective of the person making the complaint. 2. Explain the events and reasons for what happened and what can be done as needed. 3. Confirm the person giving the feedback is satisfied with the explanation. 4. Fill out a Feedback and Complaints Form. 5. Email the completed Feedback and Complaints Form, email, or letter to the Manager. 	Person receiving the complaint
Communicate the Outcome	<ol style="list-style-type: none"> 6. Determine whether further action is required. 7. Advise the complainant of the outcome. 	Manager
Review and Posting	<ol style="list-style-type: none"> 8. Review the complaint to ensure the following: <ul style="list-style-type: none"> • Data is accurate, i.e., service location, severity rating, issues. • Detail of the description is complete. • Completed dates for “Actions” have been entered. • “Outcome” has been entered and is within 35 days. • Notes have been entered. • Documents are attached 	Manager
Send the Questionnaire	<ol style="list-style-type: none"> 9. Send Feedback and Complaints Questionnaire. 	Manager

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Formal Complaints

Person making the complaint requests further action from WEmpower Services regardless of severity of the complaint.

- A complaint that is complex.
- May involve breach of the law.
- From a person not receiving support from the service.

Stage	What needs to be done?	Who does it?
Acknowledge and Receive the Complaint	<p>1. Our approach to complaints is that we acknowledge, assess, and resolve in a fair, efficient, and timely manner.</p> <p>2. Offer an apology if needed using the BLAST approach:</p> <ul style="list-style-type: none"> ▪ Believe ▪ Listen ▪ Apologise ▪ Satisfy ▪ Thank <p>Apologise - even if we did nothing wrong, or we can't change how we do what we do. From the customers' point of view, they have a real complaint and they expect an apology. A sincere apology will usually take away a lot of frustration the customer has. It could be as simple as <i>"I'm sorry you feel that way or are frustrated with... WEmpower Services has a formal process and take feedback very seriously (clarify your role in receiving the complaint and who you will forward the feedback to)."</i></p> <p><i>There is an exception to this rule though, if a customer has a serious complaint and we need to find out more first, don't apologise (it may be taken as an acceptance of guilt). Instead, let the appropriate Manager handle the complaint.</i></p>	Person receiving the complaint

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	<p>3. • Let the person making the complaint know, the details they provide will be recorded for our records.</p> <ul style="list-style-type: none"> • Let them know the customer affected by an issue raised in a complaint, will also be kept informed of the progress regarding the complaint. This includes any action taken, the reasons for any decisions made and options for review. • They also need to be appropriately involved in the resolution of the complaint. • Tell the person making the complaint we will communicate with them throughout the process of investigating and resolving their complaint and the outcome within 35 days. • Inform customer that we can support and assist them to contact the NDIS Commissioner with their complaint if they wish. <p>4. Their complaint will not adversely affect any support or services they receive from WEmpower Services.</p> <p>5. Their information will be kept confidential and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances.</p> <p>6. Options for receiving complaints:</p> <ul style="list-style-type: none"> ○ Feedback and Complaints Form – anyone can complete the form for themselves. Alternatively, the person can ask staff to record the conversation onto the form, either over the phone or in person. <p>Staff can also take feedback from the person about another service by:</p> <ul style="list-style-type: none"> ▪ Email ▪ Feedback Form ▪ Letter 	<p>Manager</p>
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	<ul style="list-style-type: none"> ▪ In person or over the phone 	
	<p>7. Send an email or letter using the Feedback and Complaints Acknowledgement Letter template to the person making the complaint.</p>	Person managing the complaint
Investigate what Happened	<p>8. Gather information about the complaint and add details in “Investigation Notes”. Think about:</p> <ul style="list-style-type: none"> ○ <i>What information do you have?</i> <ul style="list-style-type: none"> ✓ Review any communication received and the complaint on file. ○ <i>What information do you need to get?</i> <ul style="list-style-type: none"> ✓ Is there information needed from external agencies or from other areas in WEmpower Services? Ask permission from the person making the complaint if you need to ask for information outside WEmpower Services. ○ <i>Where can you get information from?</i> <ul style="list-style-type: none"> ✓ Who may be able to provide specialist or expert advice/review? ○ <i>What is the best way to get the information?</i> <ul style="list-style-type: none"> ✓ Interview, site inspection, phone call, email ✓ Is an interpreter needed? ✓ Identify who may be interviewed and the order of interviews. • Do you need to get a witness to confirm the information from the people involved? • Is information provided relevant and consistent? • Has enough information been gathered to decide if the policies and procedures have been followed? • Are there any inconsistencies in the information? • Do we need to inform any outside agencies of this complaint? E.G Is it a legal matter? <p>9. Make sure you have information about each event –including, who was involved and what happened at that time.</p> <p>10. Tell any staff member identified in a complaint of the concern. Get support</p>	Person managing the complaint

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	<p>from your manager before talking with staff to avoid any miscommunication.</p> <p>11. Determine the issue/s. This is the ultimate reason the complaint happened.</p>	
Develop an Action Plan	<p>12. Enter Actions in your report that you need to do to address the issue/s that have been identified.</p> <p>Some examples of actions are:</p> <ul style="list-style-type: none"> ▪ Develop or change a policy and/or procedure. ▪ Training or education of staff or the public. ▪ Changing the working environment. ▪ Asking for a formal review. ▪ Ongoing monitoring of an issue. ▪ Inform or seek advice from outside agencies. <p>13. Enter realistic dates for the action plan deadlines.</p> <p>14. Enter the “Completed On” date for all actions once completed.</p> <p>15. File notes record the progress on the actions related to the complaint and ongoing communication between everyone involved.</p> <p>16. Make sure all actions are completed before entering the complaint outcome.</p>	Person managing the complaint
Communicate the Outcome	<p>17. Let the person making the complaint know the outcome of the complaint using the following:</p> <ul style="list-style-type: none"> a) A phone call. b) Send Feedback and Complaints Outcome Letter Template <ul style="list-style-type: none"> o Enter a “File Note” if the person making the complaint specifically says they don’t want the outcome in writing. <p>18. Get approval of the Feedback and Complaints Outcome Letter from the Manager</p>	Person managing the complaint
	<p>19. Send the Feedback and Complaints Outcome Letter to the person making the complaint.</p> <p>20. Send the Feedback and Complaints Outcome Letter to anyone else to whom</p>	Person managing the complaint

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	<p>the person making the complaint has given permission, for example a Solicitor.</p> <p>21. Attach the Feedback and Complaints Outcome Letter to the File</p> <p>22. Enter the “Closed on” date on file. This date is the actual date the complaint was resolved.</p> <p>30. Communicate the outcome of the complaint to staff and Managers involved. This can be verbally or in writing depending on the seriousness of the complaint.</p>	
Review and Posting	<p>31. Review the complaint to ensure the following:</p> <ul style="list-style-type: none"> ○ Data is accurate, i.e., service location, severity rating, issues ○ Detail of the description and investigation is complete ○ Completed dates for “Actions” have been entered ○ “Outcome” has been entered and is within 35 days ○ Notes have been entered ○ Documents are attached 	Manager
Send the Questionnaire	Send Feedback and Complaints Questionnaire	Manager

Other Situations

Escalating a Complaint	What’s the Situation?	Who do you need to tell?
	The person making the complaint does not feel comfortable making a complaint to the person providing the service.	Manager
	The person making the complaint will not speak with the Manager. If the complaint is about the Manager of WEmpower, it is to be directed, if possible, to a non-managerial staff member to conduct the investigation, with consultation with the client’s co-ordinator. If this is not possible due to the seriousness and	Manager

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	situation surrounding the of the complaint it is to be directed to provide their complaint to the NDIS Quality & Safeguards Commission: 1800 035 544 (free call from landlines) 9:00am to 4:30pm in the NT 9:00am to 5:00pm in the ACT, NSW, QLD, SA, TAS and VIC Monday to Friday, excluding public holidays.	
	The complaint resolution involves staff disciplinary action, financial reimbursement, or broader implications for WEmpower Services.	Manager
	WEmpower Services insurer needs to be notified or we need to obtain legal advice.	Manager
	Need action above the responsibility of the staff member managing the complaint.	Manager

Mandatory Notifications	<ol style="list-style-type: none"> 1. Discuss complaint with Manager. 2. Refer to prevention and response to abuse procedures: <ol style="list-style-type: none"> a. Children at Risk of Harm Policy and Procedure. b. Responding to Allegations of Adult Abuse and Neglect Policy and Procedure. c. Responding to Allegations of Customer Abuse by an Employee Procedure. d. Child Protection Procedure – Allegations of Reportable Conduct e. Child Protection Procedure – Responding to Children and Young People’s Disclosure of Abuse 3. Contact Manager Prevention and Response to Abuse and Neglect
Complaints that will exceed 35 days to resolve	<ol style="list-style-type: none"> 1. Write a detailed progress report to the person making the complaint. The report should include: <ul style="list-style-type: none"> • An apology for the delay. • A full explanation of the delay. • Details of the results of the enquiry to date • The date which a full response can be expected. 2. Get the approval signature from your manager. 3. Send a copy of the progress report to the person making the complaint.
Complaints about Events in the Past	<ol style="list-style-type: none"> 1. Tell the person making the complaint WEmpower Services may not be able to thoroughly investigate a complaint as there may not be enough information available.

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	<p>Complaints about historical abuse or neglect will be managed with sensitivity and may be referred to authorities to assist in the investigation.</p>
<p>Declining to Deal with a Complaint</p>	<p>1. Ask the person making the complaint if they have talked to anyone else at WEmpower Services about their concerns. If so, contact that person to make sure you have all the information and decide if you or someone else needs to be involved. It may already be being handled.</p> <p>2. Consult a manager to determine if WEmpower Services has a valid reason to decline dealing with a complaint.</p> <p>3. Make sure every effort is made to understand the details the person making the complaint is trying to say.</p> <p>4. Assess the complaint. To decline the complaint, it must meet one or more of the following:</p> <p>a. It is outside WEmpower Services control. Tell the person making the complaint the reason why it is out of our control, For example NDIS Guidelines, DEEWR funding requirements that we must meet.</p> <p>b. The subject of the complaint (or part of the complaint) has been or is under investigation by another person or body or is the subject of legal proceedings.</p> <p>c. The complaint or the behaviour of the person making the complaint is found to be unreasonable.</p> <p>Unreasonable Complainant Conduct is behaviour by the person that is making the complaint or who has made a complaint before. Their behaviour will be frequent and raise big health, safety, resource, or fairness issues for the people involved in dealing with the complaint.</p> <ul style="list-style-type: none"> • Unreasonable Persistence – Someone who continues with their issues even though they have been dealt with, refuses to accept final decisions and who keeps contacting us about the issue. • Unreasonable Demands – Someone who asks for outcomes that cannot be reached, who changes what they want or demands to have their complaint dealt with in certain way. • Unreasonable Lack of Cooperation – Someone who provides a lot of disorganised or irrelevant information or who is not willing to consider other views. • Unreasonable Arguments – Someone who sees arguments where there are clearly none, has conspiracy theories with no evidence, and interprets facts or laws incorrectly and who does

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	<p>not accept other more reasonable or correct explanations.</p> <ul style="list-style-type: none"> • Unreasonable Behaviour - This includes extreme anger, aggression, threats or other threatening or violent behaviour. <p>5. Tell the person making the complaint WEmpower Services may not be able to deal with the complaint because of the reason/s above.</p> <p>6. Tell the person making the complaint there are other agencies that may be able to assist them with their concerns.</p>
<p>Anonymous Complaints</p>	<p>1. Tell the person who does not want to be identified or does not want to name others that an investigation is made easier if more information is available.</p> <p>They also need to know:</p> <ul style="list-style-type: none"> • Total confidentiality cannot be given. • Information will be shared with anyone identified as involved. • There is nothing “off the record”. • They will not get in trouble for sharing their feedback. <p>There are two types of anonymous complaints:</p> <p>Vague Anonymous Complaints - complaint that provides little if any valuable information. There is usually not enough information to investigate.</p> <p>Factual Anonymous Complaint - Generally includes very specific information about why the person making the complaint is not happy. They may also provide some evidence. This type of complaint is considered a formal complaint and investigated.</p>
<p>Person making the complaint is unhappy with the outcome or how we handled the complaint</p>	<p>1. Tell the person making the complaint they have options available to them which include:</p> <ul style="list-style-type: none"> • Review by another senior member of staff, i.e., CEO, WEmpower Services Board • Review by external agency/person, such as the NSW Ombudsman. • Complaining directly to the NDIS Commission. • Suggest to the person making the complaint a face-to-face meeting and involve them in determining who should be present. <p>2. Offer the person making the complaint the ‘We Need Your Feedback’ Brochure and explain there are external organisations they could contact listed in the brochure.</p>

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Where can I get help?

Your manager

- Contact Manager 02 65198732

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Forms

1. Complaint Investigation Form
2. Record of Meeting
3. Feedback and Complaints Notification Form
4. Feedback and Complaints Register
5. Feedback & Complaints Acknowledgement Letter
6. Feedback & Complaints Outcome Letter
7. Reportable Incident Register
8. Reportable Incident – 5 Day Notification
9. Complaint Satisfaction Survey
10. Customer Satisfaction Survey
11. Authorisation and General Consent Form
12. Medication Observation Form
13. Medication Form on File
14. Water Safety Consent Form
15. Lutan Trifold Brochure
16. Feedback Brochure
17. Advocacy Flyer
18. New Client Process Checklist
19. Your Rights and Responsibilities Brochure
20. Things to Consider Pamphlet

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