Policy

Complaints and Feedback Management Policy

Created: March 2019 Reviewed: March 2020 Review Date: March 2022 Version: 2

This policy replaces Complaints Management Policy February 2019

Principles

Camp Breakaway Inc. is committed to ensuring that any person or organisation using Camp Breakaway's services or affected by its operations is able to:

- lodge a complaint or provide feedback
- appeal a decision of Camp Breakaway Inc. and
- have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

Camp Breakaway Inc. endeavours to provide a complaints, feedback and appeals management procedure that:

- is simple and easy to use
- is effectively communicated and promoted to all clients and stakeholders
- is procedurally fair and follows principles of natural justice
- complies with legislative and regulatory requirements

Camp Breakaway Inc. will:

- consider all complaints and feedback received
- treat all complainants with respect, recognising that the issue of complaint is important to the complainant
- maintain confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution
- ensure advocacy is available to clients who make a complaint and require support
- resolve complaints, where possible, to the satisfaction of the complainant
- deal with all complaints in a timely manner
- keep parties to the complaint informed of progress of the complaint
- ensure that Board members, staff and volunteers are given information about the complaints procedure as part of their induction and are aware of procedures for managing client feedback and complaints
- ensure all service users, stakeholders and members are aware of the complaints policy
- ensure that a complainant is not penalised in any way or prevented from use of

services during the progress of an issue

- ensure that feedback data is considered in organisational reviews and planning

This policy applies to staff, volunteers, clients, parents, caregivers, guardians, client advocates, contractors and visitors

Responsibilities

All staff and volunteers are responsible for:

- ensuring participants and visitors are aware of how to make a complaint; and
- reporting all complaints by entering into the complaints register database or logging this via Camp Breakaway Inc.'s website.

Program Coordinators are responsible for ensuring staff, volunteers and participants are aware of this policy and the complaints process.

The General Manager is responsible for the implementation this policy.

The Board is responsible for approval of this policy and reviewing and updating this policy as required.

Procedures

Information for clients and stakeholders

Camp Breakaway Inc. complaints, feedback and appeals policy and procedures will be documented or referenced for clients and stakeholders in NDIS Service Agreement and participants' handbook.

A fact sheet is available at the front desk and on the Camp Breakaway Inc. website.

All clients will be reminded of their rights and responsibilities concerning complaints and appeals at the earliest possible stage of their involvement with Camp Breakaway Inc.

The information provided will contain:

- how to make a complaint or lodge an appeal;
- how to provide feedback;
- the contact details of the person to lodge lodging a complaint or appeal with;
- how Camp Breakaway Inc. will deal with the complaint or appeal, including the steps involved and the timelines;
- the rights of the complainant to an advocate, support person or interpreter;
- how the person will be informed about the outcome of their complaint or appeal; and
- how to make a complaint to an external body including contact details of those organisations.

The information is available to clients in a variety of media.

Making a complaint or providing feedback

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time
- a program coordinator
- the General Manager
- the Chairperson of the Board
- electronically via Camp Breakaway's website
- directly to the National Quality and Safeguards Commission

If the complaint is about:

- a staff member or voulunteer, the complaint will normally be dealt with by the General Manager
- the General Manager, the complaint will normally be dealt with by Chairperson of the Camp Breakaway Board

Written complaints or feedback may be sent to Camp Breakaway, 80 Highview Avenue, San Remo NSW 2262.

Lodging an appeal

Clients or their advocates may lodge an appeal if they disagree with a decision made by Camp Breakaway Inc. An appeal should be made in writing and submitted to the General Manager or Chairperson of the Board.

Procedure for management of complaints

<u>Receiving the complaint</u>

The person receiving the complaint will be responsible for:

- completing the Complaints Form
- registering the complaint in the Complaints Register.
- informing the complainant that their complaint has been received and providing them with information about the process and time frame
- referring the complaint to the General Manager

<u>Resolving the complaint</u>

- The General Manager will determine whether the complaint can be resolved at initial contact by applying a frontline complaints management approach or refer the complaint to the Quality Assurance, Risk and Compliance Officer.
- If the complaint is referred to the Quality Assurance, Risk and Compliance Officer,:
    - the complainant will be informed by letter within 7 days of the complaint being received outlining:

- what is being done to resolve the complaint
- The contact details of the Quality Assurance, Risk and Compliance Officer; and
- the expected time frame for resolution.

- The complaint will be resolved within 21 days of the complaint being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

Resolution of complaint

The complainant will be informed of the outcome in writing advising if the complaint has been:

- resolved
- upheld or
- if no further action can be taken.

Reasons will be provided for each decision.

If the complainant is not satisfied with the resolution of their complaint, they can seek a further review of the matter by the General Manager or appeal the decision.

If a review of the complaint is sought, the complaint is to be reviewed with 14 days using the same procedures for resolving complaints.

Procedure for management of appeals

Receiving the appeal

Appeals must be lodged in writing and addressed to the General Manager. If the appeal if about the General Manager, the appeal can be addressed to the Chairperson, Board of Directors.

The person receiving the appeal will be responsible for:

- registering the appeal in the Complaints Register.
- informing the appellant that their appeal has been received and providing them with information about the process and time frame

Resolving the appeal

- The General Manager will manage appeals.
- If the complaint leading to the appeal has been reviewed by the General Manager, the Chairperson of the Board or their delegate with manage the appeal.
- The appellant will be informed by letter within 7 days of the appeal being received outlining:
  - what is being done to resolve the appeal
  - contact details of the person managing the appeal; and
  - the expected time frame for decision.
- The appeal will be resolved within 30 days of the appeal being received. If this time frame cannot be met, the appellant will be informed of the reasons why and of the alternative time frame for resolution.

Decision regarding the appeal

The appellant will be informed of the decision in writing advising if the appeal has been:

- overturned, or
- upheld

Reasons will be provided for the decision.

If the appellant is not satisfied with the decision regarding their appeal, they may refer the complaint to an external body. The General Manager or Board Chairperson will provide the appellant with information and contact details of external bodies.

Procedure for management of feedback

Feedback may be provided orally or in writing directly from the person or their advocate on their behalf.

Receiving the feedback

The person receiving the feedback will be responsible for:

- informing the person that their feedback has been received and that Camp Breakaway Inc. values all forms of feedback, and
- referring the feedback to the Quality Assurance, Risk and Compliance Officer.

Managing feedback

The Quality Assurance, Risk and Compliance Officer will:

- will enter the information in the Quality Management System;
- confirm with the person providing feedback that it has been received; and
- include the details of the feedback in their monthly report to the General Manager.

Record keeping

A register of complaints and appeals will be kept in the Complaints Register Database, in the case of feedback.

The register will be maintained by Quality Assurance, Risk and Compliance Officer and record the following for each complaint or appeal:

- details of the complainant and the nature of the complaint
- date lodged
- action taken
- date of resolution and reason for decision
- indication of complainant being notified of outcome
- complainant response and any further action

Copies of all correspondence will be kept in Complaints Database

The complaints register and files will be confidential and access is restricted to General Manager, Quality Assurance, Risk and Compliance Officer and Quality Assurance, Risk and Compliance committee members.

A statistical summary of complaints and appeals will also be kept in QMS file and maintained by Quality Assurance, Risk and Compliance Officer who will be responsible for preparing a report.

Results from this report will be analysed by Board of Directors and General Manger and used to:

- inform service planning by including a review of complaints, appeals and feedback in all service planning, monitoring and evaluation activities
- inform decision making by including a report on complaints, appeals and feedback as a standard item in staff meetings.

Complaints involving specific staff members or volunteers

The General Manager has delegated responsibility for resolving complaints or disputes involving staff members or volunteers.

Internal complaints, where a staff member or volunteer makes a complaint concerning another staff member or volunteer, will be managed in accordance with this Complaints and Feedback Management policy.

External complaints by clients or stakeholders made against a staff member or volunteer will be managed by the General Manager who will:

- notify the staff member or volunteer of the complaint and its nature
- investigate the complaint and provide the staff member or volunteer with an opportunity to respond to any issues raised
- attempt to mediate the dispute (if appropriate) and/or attempt to resolve the matter to the satisfaction of the outside party
- take any other action necessary to resolve the issue

Any disciplinary action against a staff member or volunteer arising from a complaint will be taken in accordance with the procedures contained in organisation's disciplinary procedures.

Complaints involving the General Manager will be managed by Chairperson of Board or their delegate in accordance with this Complaints and Feedback Management policy.

Complaints made against a member or Board member will be referred to the Chairperson of the Board or their delegate, and will:

- notify the person about whom a complaint is being made of the complaint and its nature
- investigate the complaint and provide the member with an opportunity to respond to any issues raised
- attempt to mediate the dispute (if appropriate) and/or attempt to resolve the matter to the satisfaction of the outside party

Where the Chairperson of the Board is the subject of a complaint, the complaint will be referred to the Australian Charities and Not for Profit Commission.