



Jigsaw Blue
'Client Care & Respite Services'

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ABN 40 600 459 425

Policy Name	Compliments and Complaints Management Policy
Purpose	To provide guidance to staff about how best to manage and respond to compliments and complaints, and promote a consistent approach for responding to, managing, processing, and recording compliments and complaints.
Applicable to	All staff, including contractors, volunteers, and students, participants and their representatives.
Relevant Legislation	NDIS (Complaints Management and Resolution) Rules 2018 Disability Act 2006 Charter of Human Rights and Responsibilities Act 2006 Children, Youth and Families Act 2005 Commission for Children and Young People Act 2012
Policy Statement	Both compliments and complaints provide valuable feedback about the level of satisfaction with our services and provide an opportunity to improve the quality of our services. Compliments, and complaints must be handled effectively and promptly, and recorded for coordination, reporting and continuous improvement purposes.
Approved by	Dan Quayle
Implementation Date	April 2022
Version Control	1.2
Review Date	3 years, or as required.
Related Documents	Complaints and Compliments Online Register Jigsaw Blue Feedback Brochure Grievance Policy Privacy and Confidentiality Policy



Definitions

Compliment	is an expression of praise, commendation, or admiration.
Feedback	can be a compliment or a complaint or may be general information in relation to service delivery.
Complaint	any expression of dissatisfaction made about a person or organisation's products, services, staff, or the handling of a complaint.
Grievance	a real or imagined cause for complaint, especially unfair treatment. Typically, between staff or staff and management.
Natural justice	all individuals affected by a complaint to have a fair process when involved in the complaints process. This includes appropriate notice periods, opportunity for fair hearing, and impartiality of the decision maker to ensure there is a lack of bias throughout proceedings.
Continuous improvement	ongoing and diligent engagement in reporting, evaluation, and review activities to ensure we learn and grow from all complaints.
Transparency and accountability	openness and fairness in all proceedings. Accountability in practice through appropriate recording and reporting of all complaints.
Procedural fairness	the process of fair and impartial decision making.

Introduction

Jigsaw Blue acknowledges everyone's right to express their opinion about our services and is committed to meaningful engagement with our participants, their families, representatives, and staff through active listening, responding to compliments and complaints effectively and learning to improve our services.

Compliments and complaints are important and help us understand what matters to the people we support, and to improve the quality of the services we provide.

Jigsaw Blue is committed to ensuring that any person receiving services understands their right to lodge a complaint and to having their concerns addressed with fairness, accountability, and transparency.

Principles

Jigsaw Blue will provide a compliments and complaints management procedure that:

- is accessible and carried out in a fair and transparent manner
- ensures feedback and complaints are fairly assessed and responded to promptly

- is procedurally fair and follows the principles of natural justice and complies with legislative requirements
- provides reasons for decisions made
- protects the privacy of the person lodging the complaint

Procedure

Making a complaint or providing feedback

A person wanting to make a complaint or provide feedback can do so in writing or verbally to:

- the staff member they were dealing with at the time (unless making a complaint about this person)
- via the feedback form on the Jigsaw Blue website
- the complaints manager
- senior management team
- staff can complete a *Complaints or Compliments Register online* form, by scanning the QR code available on the visual boards in residential settings or calling the Complaints Manager.

Jigsaw Blue will take complaints or feedback from anyone about:

- a service delivered by Jigsaw Blue
- a staff member
- a senior staff member
- internal complaints, where staff make a complaint concerning another staff, will be addressed in line with the *Grievance Policy and Procedures*.

Anonymous complaints will be documented and responded to with an appropriate level of urgency based on all other information available. It is important to note that because the complaint is anonymous, Jigsaw Blue may be hampered in responding in a meaningful way.

A complaint lodged to cause annoyance, provoke irritation or anxiety will be documented, investigated, and responded to accordingly. This may include the development of a complaint management strategy. The Senior Management Team may exercise discretion to not investigate complaints of this nature, and thereby protect its resources from a deemed wasted cause. Complaints of this nature lodged by staff may result in a breach of the *Code of Conduct Policy*.

Jigsaw Blue protects those that lodge a complaint from any adverse acts taken against them.

Complaint management

Jigsaw Blue's complaint management process promotes the resolution of complaints at the local level prior to issues being escalated to the Complaints Manager or higher levels of management. Where escalation is required, the Quality and Risk Manager will take ownership of the complaints management process and seek input from the Senior Management Team as required.

The person managing the complaint will be responsible for:

- Recording the complaint
 - registering the complaint in the Jigsaw Blue complaints register
 - contacting the complainant to confirm their complaint has been received and providing information about the process and timeframes.
- Investigating the complaint
 - assessing the complaint within 5 working days of receiving the complaint
 - informing the complainant within 10 working days of receiving the complaint about the complaints management process including what is being done to resolve the complaint, and resolution timeframes.
 - complaints will be investigated and resolved within 20 working days of being received, where practicable. Where these timeframes cannot be met, the complainant will be given reasons why and provided with an alternative timeframe for resolution.
- Resolving the complaint
 - Determine outcome of complaint, seeking decision from the senior management team where required, within 20 working days of receiving the complaint.
 - Contact the complainant to inform them of the outcome and any further follow-up required. Advise the complainant of their right to lodge a complaint with NDIS Commission, Department of Families, Fairness and Housing, Commission for Children and Young People, or Ombudsman if unsatisfied with the outcome of complaint.
 - Send the complainant written confirmation once the issue has been resolved.

Compliments management

Compliments are expressions of praise, encouragement, or gratitude about our services and provide valuable feedback about the level of satisfaction with service delivery. Moreover, they provide valuable information about the effectiveness of our service, useful insights about the aspects of our service that are most meaningful to people, highlight examples of good practice, and the opportunity to recognise the efforts of our staff.

Feedback can be provided verbally by a participant, their family or representatives, or by completing the Feedback Form on the Jigsaw Blue website. Staff may also complete a feedback form on behalf of a person where support is requested.

Staff are encouraged to complete a feedback form to compliment a colleague or leader.

Staff should acknowledge compliments and thank participants for their feedback. Where possible, participants will be informed how the feedback will be used and that it will be passed on to the relevant staff.

Recordkeeping

Compliments and Complaints Register

Jigsaw Blue will keep a register of all compliments and complaints received. The register will be maintained by the Quality and Risk Manager and will include:

- date compliment/complaint was lodged
- information about the compliment/complaint
- any actions taken to remediate or resolve complaints
- the outcome of any action taken
- any supporting evidence/photos
- date of resolution and reason for decision
- record that complainant was notified of outcome

Privacy & Confidentiality

All compliments and complaints will be handled in line with the *Privacy and Confidentiality Policy*.

Privacy and confidentiality is maintained throughout the complaints management process. Reasonable steps and controls will be taken to protect all private and confidential information from loss, unauthorised access, use, disclosure, or any other misuse.

Other complaint resolution options

On the occasion satisfactory resolution cannot be reached, several other options exist to resolve complaints. These options include legislated processes and external review processes. Most will involve the analysis of complaints received by an external body. External review authorities that may accept complaints include:

- NDIS Commission
- Commission for Children and Youth
- Department of Families, Fairness and Housing
- Victorian Ombudsman

Jigsaw Blue will work actively with relevant authorities to support complaint resolution and positive participant outcomes.

Evaluation and Review

Jigsaw Blue will actively seek feedback from the people we support by:

- conducting surveys periodically to examine the level of satisfaction from our participants and staff.
- encouraging participants, their families and representatives and staff to complete feedback forms.
- Conducting exit interviews and forms with participants ceasing services.

All compliments and complaints lodged will be reviewed by the Quality and Risk Manager and presented to the leadership team monthly. Summaries will include:



- the number of complaints lodged for the month
- complaint themes and patterns
- risk, and outcome management
- learnings, and improvements required

Jigsaw Blue is committed to continuous improvement. The compliments and complaints management system will:

- inform the strategies required to meet statutory, policy and reporting requirements.
- ascertain training and capacity building opportunities to improve and enhance service delivery
- identify complaint trends for performance improvement
- monitor the time taken to resolve a complaint
- inform changes required to policies, procedures, or processes as part of a continuous quality improvement approach
- review the complaints system annually, in line with our Internal Audit program, to ensure the current system is effective in managing complaints.

Responsibilities

The Senior Management Team will:

- ensure all staff receive training on responding to compliments and complaints
- promote a positive culture around complaints and compliments
- provide access to the compliments and complaints register on the Jigsaw Blue Online Form Catalogue and Jigsaw Blue mobile app
- monitor compliance with policy and procedures.

The Quality and Risk Manager will:

- implement the compliment and complaints management process
- approach all complaints with accountability, transparency and ensure procedural fairness
- support responses to external review authorities including the NDIS Commission, Commission for Children and Young People, Department of Families, Fairness and Housing
- review and evaluate patterns and themes to inform improvement opportunities
- maintain the compliments and complaints register
- evaluate effectiveness of the complaints management system
- review policies and procedures to ensure compliance with regulators and legislation.

All staff will:

- participate in training related to compliments and complaints
- support participants to lodge complaints or compliments on their behalf where support is requested
- implement learnings identified from complaints and compliments.

Performance Standards

The Senior Management Team and their delegate(s) are responsible for ensuring that staff are informed of the Compliments and Complaints Policy and monitor compliance.

Failure to comply with this policy shall be considered a breach and may result in disciplinary action which may include termination of employment.

Policy Updates

Previous Version	1.1
Previous Implementation date	24 August 2020
Previous Name	Feedback and Complaints
Amendments	Title changed to include – Compliments Introduction – added Principles and definitions condensed as duplicated. Procedure section - added Other complaint resolution options - added Responsibilities – added Performance standards – added Removed Appendix 1 – feedback brochure
Amendments by	Susana Herrera

Previous Version	1.0
Previous Implementation date	25 February 2020
Author	Nancy Chee