



2.1 COMPLAINTS AND FEEDBACK POLICY

Wagtail Therapy
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Policy Statement

Wagtail Therapy aims to provide high quality, evidence based services, which are individualised to its clients and their families. However, it is recognised that from time to time a client (and/or carer) might be dissatisfied with a service they receive. Wagtail Therapy upholds the right of individuals and their families and/or carers to express any concerns or make a complaint, whether formal or informal without fear of retribution; and to have the concern or complaint resolved in a confidential, timely and supportive manner. When a client (and/or carer) has a complaint, the issue will be dealt with promptly, fairly and in a non-threatening way, according to principles of natural justice and with due regard to the clients (and/or carer's) rights. Moreover, Wagtail Therapy recognises that complaints and the way they are handled will contribute to service improvement and is an effective safeguarding mechanism for clients.

Wagtail Therapy's preference is that grievances will be resolved through the procedures outlined below, but it is understood that on occasions, a client (and/or carer) might prefer to make a complaint through an external agency and use the process of that agency to resolve the matter of concern. Wagtail Therapy is committed to working with the client (and/or carer) in these circumstances.

Scope

This Policy applies to all services of Wagtail Therapy accessed by individuals. This policy also applies to all Wagtail Therapy Staff and Customers. The Policy reflects Wagtail Therapy's obligations under the Disability Services Act (1993), Standard 4 of the National Standards for Disability Services (2014), the Carers Recognition Act WA (2004) and the Australian Standard AS ISO10002-2006 Customer Satisfaction: Guidelines for Complaints Handling in Organisations.

Awareness of the Complaint Process

Wagtail Therapy will ensure that all client and/or carers, are provided with information about the Complaints and Feedback Policy when they first access the service, and that they are aware of the policy and their rights to make a complaint without fear of affecting their service. Additionally, Wagtail Therapy will ensure employees/ contractors receive ongoing training and support to clients in making complaints.

A complaint is an expression of dissatisfaction with the service provided by Wagtail Therapy, for which a response or resolution is explicitly or implicitly expected. A person does not necessarily have to expressly state that they wish to make a complaint to have an issue or concern dealt with as a complaint.

Anonymous Complaint Handling Procedure

Anonymous complaints can be made through the Contact form on the Wagtail Therapy website and within annual online survey.

When a complaint is made anonymously about any aspect of their involvement with Wagtail Therapy, the



details of the complaint are passed to the Director.

- The Director will review the complaint within 48 hours of the complaint being received. They will then:
 - Discuss the complaint with any/all involved employees.
 - Discuss how the complaint can be resolved with any/all involved employees
 - Discuss any obvious resolutions and put in place a plan to resolve the issue or make changes to any policies/procedures or any training involved employee/s may require.
- The Director and others involved will formulate an agreed resolution or reasons for non-resolution. The agreed resolution or reasons for nonresolution at this meeting are to be documented

Informal Complaint Handling Procedure

When a client and/or carer makes a complaint about any aspect of their involvement with Wagtail Therapy, the first step will be for the staff member to whom the complaint is made to listen respectfully and non-judgementally to the complaint and attempts to work with the client (and/or carer) to resolve it.

1. The staff member receiving the complaint identifies, clarifies and documents the person's complaint and the outcomes expected by the complainant;
2. Where the issue can be resolved through mutual agreement, then this should be undertaken and the informal complaint has been resolved;
3. Document information about the complaint, any action taken to remediate or resolve the complaint and the outcome of any action taken.
4. When a staff member cannot resolve the complaint, the complaint is to be referred to the Director to commence the Formal Complaint Handling Procedure for resolution. Where appropriate, an Incident Report may need to be completed.

Formal Complaint Handling Procedure

Where the complaint cannot be mutually resolved via the informal complaint handling procedure, the Director will remind the complainant of Wagtail Therapy's complaints handling processes and procedures;

- 1) The client (and/or their caregiver) will be provided with a Complaint Form, which summarises the complaint, the outcomes expected by the complainant and contact information for the complainant.
- 2) The Director will assist the person with completing the Complaint Form where needed;



- 3) The 'Complaint Form' will be reviewed by the director as soon as possible and by no later than 48 hours after receiving the complaint [if complaint lodged during the weekend].
- 4) The Director will meet with the client and/or carer, and their advocate if they have one, as soon as possible to review the complaint and endeavour to resolve the situation. The agreed resolution or reasons for non-resolution at this meeting are to be documented, and a copy provided to the parties involved.

Raising a Complaint with the NDIS Commission

If the matter is not resolved with the Director and the client and/or carer remains dissatisfied, they will be advised of other agencies they can use to assist them to achieve a resolution including the NDIS Commission. If necessary, the client will be assisted to access advocacy and the NDIS Commission in order to gain a resolution to a complaint - <https://www.ndiscommission.gov.au/about/complaints>

Summary of Key Responsibilities

Employees/ Contractors

- All employees/contractors are responsible for informing clients and/or caregiver of the complaints and feedback policy in an accessible communication style.
- All employees/ contractors are responsible for hearing and acknowledging complaints from the complainant.
- All employees/ contractors are responsible for establishing and accurately recording the exact nature of any complaint they receive, how the complaint was investigated and the actions taken to resolve the complaint.
- All employees/contractors are responsible for complying with the Complaints and Feedback policy, as well as the Complaint Handling Record and Incident Report Forms.
- All employees/ contractors are responsible for forwarding complaint records to the Director in a timely manner.

Management

- The Director is responsible for commencing immediate investigation of complaints regarding individual safety, duty of care, neglect or abuse (including verbal), in accordance with Wagtail Therapy's Policy and Procedures on Protection of Human Rights.
- The Director is responsible for ensuring that all complaints and the complaint handling process are



recorded accurately on the Complaints Form and the Complaints Register

- The Director is responsible for the implementation of the complaints handling process, including the training and performance of their employees in relation to the complaints handling process.
- The Director is responsible for ensuring that all follow-up actions resulting from the complaints handling process are completed.
- The Director is responsible for supporting and liaising with external conciliation agencies where required and following process when an external mediator is engaged.
- The Director is responsible for reviewing the Complaints Registers at least once every year to identify opportunities for service improvement.

Review

This Policy will be reviewed on an annual basis. However, if at any time where change is identified as being needed through legislative changes or service requirements, the Policy will be amended accordingly. This Policy will still remain in force after its review period if not reviewed, or until changed or withdrawn.