

Client Complaint and Feedback Policy

Introduction

Beanies Family Support, located in Huon Valley, Tasmania, is committed to delivering high-quality services to children, young people, and their families. Our services include Child and Young Person Advocacy, NDIS Application Support, NDIS Support Coordination, Youth Coaching, Early Intervention Support, Early Childhood Service Consulting, Counseling, and Community Event Support. This Client Complaint and Feedback Policy outlines our commitment to effectively managing and responding to complaints and feedback to ensure consistency and quality in our service delivery.

Purpose

The purpose of this policy is to:

- Define the standards for managing client complaints and feedback.
- Ensure a consistent and transparent approach to handling complaints and feedback.
- Outline the responsibilities and expectations of staff, volunteers, and contractors regarding complaints and feedback.
- Establish procedures for receiving, recording, investigating, and resolving complaints and feedback.
- Foster a culture of continuous improvement based on client feedback.

Scope

This policy applies to all Beanies Family Support clients, staff, volunteers, and contractors involved in service delivery.

Principles

1. Commitment to Client-Centred Service

Beanies Family Support is committed to providing client-centred services that prioritise the needs and experiences of our clients. We value feedback from clients as it helps us to understand their perspectives and improve our services.

2. Accessibility and Transparency

Our complaint and feedback processes are designed to be accessible, transparent, and easy to understand. Clients are informed about their rights to provide feedback and make complaints, and how these will be managed.

3. Respect and Confidentiality

All complaints and feedback are handled with respect, sensitivity, and confidentiality. We ensure that clients feel safe to provide feedback without fear of retribution.

4. Timely and Fair Resolution

Beanies Family Support is committed to resolving complaints in a timely and fair manner. We investigate all complaints thoroughly and impartially, ensuring that outcomes are communicated clearly to clients.

5. Continuous Improvement

Feedback and complaints are used as opportunities for learning and improvement. We regularly review and analyse feedback to identify trends, address issues, and enhance our services.

Client Rights

Clients have the right to:

- Provide feedback or make a complaint about the services they receive.
- Have their feedback or complaint taken seriously and addressed promptly.
- Receive a response to their feedback or complaint.
- Be informed about the process for handling their complaint.
- Be treated with respect and confidentiality throughout the process.
- Escalate their complaint if they are not satisfied with the response.

Client Responsibilities

Clients are encouraged to:

- Provide honest and constructive feedback.
- Raise concerns or complaints as soon as possible.
- Provide as much information as possible to assist in the investigation of their complaint.
- Treat staff and volunteers with respect during the complaint process.

Procedures

1. Receiving Complaints and Feedback

Clients can provide feedback or make a complaint through various channels:

- In person to a staff member or volunteer.
- By phone or email.
- Through our website or feedback forms available at our service locations.

2. Recording Complaints and Feedback

All complaints and feedback are recorded in a secure and confidential manner. Details include the nature of the complaint or feedback, the date received, and the contact information of the client.

3. Acknowledging Complaints

Upon receiving a complaint, Beanies Family Support will acknowledge receipt within five working days. This acknowledgement will include an outline of the process that will be followed and an estimated timeframe for resolution.

4. Investigating Complaints

All complaints are investigated thoroughly and impartially. This process may involve:

- Reviewing relevant records and documentation.
- Interviewing staff, volunteers, or other parties involved.
- Seeking additional information or clarification from the client.

5. Resolving Complaints

Beanies Family Support aims to resolve complaints within 30 working days. Clients will be informed of the outcome of the investigation and any actions taken. If the complaint cannot be resolved within this timeframe, clients will be informed of the delay and provided with an updated timeframe.

6. Escalation Process

If a client is not satisfied with the outcome of their complaint, they can request a review by senior management. Further escalation options include external bodies such as the Office of the Ombudsman or relevant regulatory agencies.

7. Feedback Analysis and Reporting

Feedback and complaints are regularly reviewed and analysed to identify trends and areas for improvement. Reports are presented to senior management and the Board of Directors to inform decision-making and strategic planning.

8. Staff Training and Support

Staff and volunteers receive regular training on the complaint and feedback process, including how to handle complaints sensitively and effectively. Support is provided to staff and volunteers involved in managing complaints to ensure they can perform their roles confidently and competently.

Implementation and Review

This Client Complaint and Feedback Policy will be reviewed annually or as required by changes in legislation or organisational needs. The Board of Directors and senior management are responsible for ensuring the policy is effectively implemented and adhered to by all staff and volunteers.

Conclusion

Beanies Family Support is dedicated to providing high-quality services that meet the needs and expectations of our clients. By adhering to the standards outlined in this Client Complaint and Feedback Policy, we aim to ensure that all feedback is valued and used to drive continuous improvement in our services.