

Complaints & Feedback Policy

Background

Uniting Communities is committed to providing a safe and respectful environment. Effective complaints processes help to ensure the appropriateness and safety of services and activities. People who use our services, or interact with us in any other way, are encouraged to provide feedback and have their comments utilized in planning the future directions of the service and to improvement on how our services are delivered.

Policy

Uniting Communities is committed to improving our services and corporate activities in response to feedback and complaints. The feedback and complaints of clients, staff and community members including carers, contracted carers, clients, parents, volunteers, legal guardians and advocates, are valued and encouraged.

We are committed to following feedback and complaints procedures in a fair, respectful and timely manner, ensuring the individual or group providing feedback or making the complaint is fully informed of their rights and the outcome of their involvement. All complaints will be thoroughly investigated and referred to appropriate external bodies where necessary.

Uniting Communities will provide support to those making a complaint where requested and ensure they feel safe. All complaints will be handled giving careful attention to confidentiality. Providing feedback or lodging a complaint will neither affect the right to receive a service, nor the quality of service provided.

All complaints procedures should be consistent with the Complaints Principles 2015 (Cwlth).

Services, as well as working within the policies of Uniting Communities, frequently have other legal obligations (which may be included in service agreements with funding agencies) regarding complaints.

Links to Legislation, Standards, Guidelines and Resources

[Aged Care Act](#) 1997(Cwlth)

[Health and Community Services Complaints Act \(SA\) 2004](#)

Department for Communities and Social Inclusion 2017, [Australian Service Excellence Standards](#), Government of South Australia, South Australia

Legal Practitioners Conduct Board

[Disability Services Act \(SA\) 1993](#)

Department Social Services December 2013, [National Standards for Disability Services](#), Australian Government, Australia

[Equal Opportunity Act](#) 1984 (SA)

Australian Aged Care Quality Agency 2014, [Home Care Common Standards](#), Australian Government, Australia

[The Complaints Principles 2015 \(Cwlth\)](#)

Safe Organisation for Child and Young People Policy

Safe Organisation for Vulnerable Adults Policy

Client Involvement in Decision Making Policy

Critical Client Incidents Policy

Approval of Research Policy

Performance Management Policy

Privacy and Information Sharing Policy

Grievance and Dispute Policy

Version and Document Control

Version History

Date	Version	Changes	Author
30 October 2014	Ver 3.0	Published	Naomi Miranda
30 June 2015	Ver 3.0.1	Amended to reflect organisational structure as advised by executive management	Naomi Miranda
10 August 2015	Ver 3.0.2	Amended to include reference to work flow as approved by Executive Manager Services	Naomi Miranda
17 September 2015	Ver 3.1	Published	Naomi Miranda
18 February 2016	Ver 3.1.1	Responsibility for aged care complaints transferred to the Aged Care Complaints Commissioner- consulted with the aged care quality committee 7 March	Naomi Miranda
07 March 2016	Ver 3.2	Published	Naomi Miranda
30 January 2017	Ver 3.3	Published in format aligned to UC branding and new policy and procedure frame	Kevin Lee
23 March 2017	Ver 3.4	Change of name of the Conciliation Performance Management Policy to Grievance and Dispute Policy Added principles Approved by Executive Manager People, Culture & Marketing	Annette Rohde
1 June 2017	Ver 4.0	Published	Annette Rohde

Status Active

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