



Policy Area: Quality and Risk

Policy Name: POL-QR06 Compliments, Suggestions and Complaints Policy
 Document Owner: Shaheen Evans, General Manager Planning and Development

POL-QR06 COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY

Policy Statement

Wesley Mission Victoria (WMV) is committed to maintaining an efficient, clear, non-threatening, fair, and accessible complaints system and supporting a culture of openness and willingness to learn from complaints and feedback.

Wesley welcomes and encourages feedback and complaints from clients, client advocates, family members, and the general public, and recognises that this feedback provides essential information that can inform improvements to service delivery.

Wesley acknowledges that clients are diverse and is committed to establishing meaningful processes that are inclusive and enable people who are disadvantaged or marginalised and generally excluded from decision making to participate in the services they receive.

Complaints and feedback are viewed as opportunities to learn. Information arising from complaints must be used to review and where appropriate make improvements to services and/or organisational processes.

Scope

This policy covers all feedback (complaint, compliment or suggestion) received from a client, family member, carer or community members. This policy excludes feedback received from staff or volunteers as this is covered by the WMV [Issue and Grievance Resolution Procedure P and C P08](#).

Definitions and Abbreviations

Complaint:	Refers to an expression of concern, dissatisfaction, unmet expectation, for frustration by or on behalf of a client regarding any aspect of the quality or delivery of services, policies, procedures or conduct or any other element of the way we do our business, regardless of how it is made.
Suggestion:	An idea or plan put forward for consideration.
Compliment:	An expression of gratitude, satisfaction, or the exceedance of expectations by or on behalf of a client regarding the quality or delivery of services policies, procedures or conduct or any other element of the way we do our business, regardless of how it is made.
Client:	Refers to current and former clients of Wesley, their family, support persons and advocates, and also includes supported employees engaged in social enterprises.



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Complainant:	The person or party making the complaint, either directly or through someone acting on their behalf.
Grievance:	An issue or grievance expressed about a work situation usually by an individual staff member or volunteer, but it may sometimes be initiated by a group of staff/ volunteers, that they consider adversely affects their work and/or working environment.

External Context

Relevant Standards

QIC Core standards:

- Standard 1.1 Governance
- Standard 1.7 Risk Assessments and Management
- Standard 1.8 Legal and Regulatory Compliance
- Standard 1.9 Safety and Quality Integration
- Standard 2.4 Confirming Consumer Rights

National Standards for Disability Services

- Standard 4 Feedback and Complaints

DHS Standards

- Criteria 1.1 People Understand their Rights and Responsibilities
- Criteria 1.2 People Exercise their Rights and Responsibilities

Community Care Common Standards

- Standard 3.3 Complaints and Service User Feedback

Aged Care Quality Standards

- Standard 1.4 Comments and Complaints

Relevant Legislations / Regulations

[Disability Employment Services Deed](#) [link to sample only]

[Disability Act 2006](#)

[Aged Care Act 1997](#)

[Children Youth and Families Act 2005](#)



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Related Documents

Related Procedures, Guidelines, other documents

POL-QR06 Complaints, Compliments and Suggestions Policy

[4.1.2 Client Rights and Responsibilities](#)

[4.1.3 Client Confidentiality and Privacy](#)

[Complaints, Compliments, Suggestions Brochure](#)

Client Handbook [in development]

Quality Framework [in development]

RiskMan Feedback Module Work Instruction [in development]

Revision Record

<i>Version</i>	<i>Date</i>	<i>Document Writer</i>	<i>Revision Description</i>
1	July 2014	Hollie Doar	Developed in line with Document Control Framework and revision of Compliments, Suggestions, and Complaints procedure

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