

# TOP CARE LIFESTYLES FEEDBACK AND COMPLAINTS POLICY

## Standard 4: Feedback and Complaints

**When a person wants to make a complaint, the service provider will make sure the person's views are respected, that they are informed as the complaint is dealt with, and have the opportunity to be involved in the resolution process.**

### Overview

A 'complaint' is when a person indicates that they have an issue with the quality or delivery of their service and are seeking resolution. Complaints can be made in a number of ways including informally, in writing and verbally.

Feedback differs from a complaint in that it is information which includes comments, compliments, suggestions and ideas – information which can be used to promote continuous quality improvement.

### POLICY STATEMENT

Top Care Lifestyles recognises that each person has the right to complain about the quality or delivery of a service and can participate fully in the process of complaint resolution without fear of retribution.

Top Care Lifestyles is person centred and innovative in its approaches to support and addressing the needs of each person making a complaint and complies with all relevant legislation.

Top Care Lifestyles has the capacity and capability for complaint handling and provides information and support that takes into consideration the person's individual and cultural needs.

Top Care Lifestyles believes that complaints play an essential role in identifying areas which can lead to improved service performance to deliver positive outcomes for people

with a disability, their families and carers. Top Care Lifestyles uses this information to inform service planning, identify areas for improvement and puts in place strategies to address any areas requiring change at an individual or organisational level.

Top Care Lifestyles understands that feedback is different to complaints and is an important way for people to have a say about Top Care Lifestyles. Top Care Lifestyles has a feedback and complaints process which encourages and welcomes comments, compliments or suggestions that can lead to ways of improving service delivery, systems or processes. In this way, Top Care Lifestyles builds relationships, and works with each person to identify and attempt to resolve any potential issue before it escalates.

Under the *Community Services (Complaints Reviews and Monitoring) Act 1993*, (CS-CRAMA) requirements, Top Care Lifestyles implements a complaint handling systems and deals with complaints fairly, objectively and as quickly as possible.

Top Care Lifestyles uses processes that reflect the best interests of the person with a complaint and which support a person centred approach.

## **Definitions**

**Retribution** may include reduction or withdrawal of service, rough handling, ignoring requests for assistance, delayed response and verbal abuse or threats which may attract penalties under CS-CRAMA 1993.

## **Legislation**

Top Care Lifestyles recognises that it has legislative obligations, which are monitored and maintained.