

Compliments, Suggestions and Complaints Policy

DSQ Standard 7 – A proactive approach to complaints and disputes management that safeguards service users/supports from retributive action when raising complaints.

HACC Objective 6 – Complaints and Disputes

Community Connection's Position

Individuals and families are valued for their contribution to the growth and development of Community Connection Inc. Any compliments, suggestions or complaints will be used to improve the way that Community Connection provides support.

10.1 Communication

Community Connection will implement means for all stakeholders to communicate their ideas, concerns and issues so that each individual can have the best opportunity to achieve their individual goals.

10.2 Compliments

Individuals and families will be encouraged to provide positive feedback when they are happy with the support provided.

10.3 Suggestions

Individuals and Families will be encouraged to offer suggestions on how Community Connection could improve the support provided.

10.4 Complaints

Raising Issues

Community Connection will encourage people to raise issues or concerns as they arise as this allows any problems with the service to be promptly rectified. Community Connection will ensure that the relevant complaints procedure is in an easily accessible format and is provided to all members.

It is acknowledged that in many cases, Individuals and their families who have a concern may simply desire the opportunity to discuss the matter with a receptive listener. In such circumstances this informal feedback is unlikely to progress to a formal grievance.

Staff will receive education and training in listening to concerns in order to effectively evaluate the appropriate action that needs to be taken. The staff of Community Connection will act to address concerns and ensure that transgressions are not repeated.

Complaints by Individuals, their families and friends

Community Connection acknowledges that the individual, their family any other person in their life or a member of the community can identify a problem and may raise an issue or concern. Formal complaints by these parties can be made verbally or in writing.

Complaints by Support Staff

Community Connection expects that staff will address concerns directly with the person involved if possible. If this is not possible or appropriate for some reason, they are to raise their concerns with their supervisor who will address the issue.

Staff members will be expected to submit formal complaints in writing.

10.5 Addressing Complaints

Community Connection will treat complaints and issues seriously and will act promptly, in consultation with the family to rectify any poor service. Community Connection aims to improve its overall performance by learning from these complaints.

Any person who has submitted a complaint will not suffer any adverse consequence as a result.

All complaints are to be dealt with in a fair, impartial and unbiased manner and according to the strict principles of natural justice.

10.6 Recording and filing complaints

Any information relating to a complaints process is strictly confidential and the access to this information is confined to employees/persons who are required to obtain and/or use this information.

Community Connection will keep records of all formal complaints on a complaints register. This information will be kept in a secure place as per the Information Management Procedure.

10.7 Procedure

Community Connection will ensure that there are clear procedures in place to ensure that operational practice is in line with this policy and conditions outlined in the DSQ General Service Agreement and HACCC Service Agreement.

- **Anti-Discrimination Act 1991 (Qld)**
- **Sex Discrimination Act 1984 (Cwlth)**