

DSS Code <b>SM/PoFP/21.11.17</b>	<b>SERVICE MANAGEMENT</b>
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<b>Applies to:</b> All families, staff, volunteers, Board and other agencies involved with EarlyEd	<b>Version:</b> 21.11.18/2
<b>Specific responsibility:</b> All board and staff	<b>Date Approved:</b> 20.10.2016
	<b>Next Review Date:</b> 21.11.2018

## Policy: FEEDBACK AND COMPLAINTS

Policy context: This policy relates to	
Standards or other external requirements	<ul style="list-style-type: none"> <li>• National Standards for Disability Services December 2013               <ul style="list-style-type: none"> <li>○ Standards in Action 6: Service Management</li> </ul> </li> </ul>
Legislation or other requirements	<ul style="list-style-type: none"> <li>• Australian Standard AS 8001:2008 Fraud and Corruption Control</li> <li>• Australian Standard AS 8004:2003 Whistleblower Protection Program for Entities</li> <li>• Commonwealth Fraud Control Guidelines, 2002.</li> <li>• Independent Commission Against Corruption Act, 1988.</li> <li>• It's Your Business – Chapter 7, Fraud Prevention and Control. Ageing, Disability and Home Care, Department of Family and Community Services.</li> <li>• NSW Disability Inclusion Act 2014</li> <li>• National Standards for Disability Services DSS 1504.02.15 — Version 0.1. December 2013</li> <li>• Disability Discrimination Act 1992</li> <li>• United Nations Conventions on the Rights of the Child (CRC)</li> <li>• Australian Human Rights Commission Act 1986</li> <li>• Australian Privacy Principles</li> <li>• National Disability Insurance Scheme Act 2013</li> <li>• Community Services (Complaints, Review and Monitoring) Act 1993 (NSW)</li> </ul>
Contractual Obligations	<ul style="list-style-type: none"> <li>• Funding agreement e.g. FACS, ECEI (NDIS) and DEC</li> <li>• Service Agreement Documents.</li> <li>• National Best Practice Guidelines in Early Childhood Intervention</li> <li>• NDIS – Terms of Business for Registered Providers – effective 1 July 2016</li> </ul>

### POLICY STATEMENT

EarlyEd **acknowledges** feedback and comments from children, family members and any person or agency in contact with the organisation. EarlyEd also **actively seeks and encourages** all persons that they are involved with to provide feedback, **both positive and negative**, which it analyses and reviews as a source of ideas for improving services and activities. The organisation will:

- foster a service culture that encourages open and honest communication
- inform families about the standard of service they can expect
- protect the rights of children, families and any person or agency in contact with the organisation to provide feedback and to make complaints about service delivery
- encourage and make it easy for people to provide feedback
- ensure anonymity to people providing feedback

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- utilise policies and procedures to support good practice, documentation and response to feedback
- embed feedback opportunities, recording and analysis in operational practices
- record and analyse information arising from feedback and use it to improve services
- provide timely and considered responses
- using the feedback for continuous business improvement purposes to reduce future complaints

All staff Board, Senior Management Team (SMT), Senior Executive Manager (SEM) and CEO are all responsible for looking for, creating and developing ways to support formal and informal feedback and analysing and responding to the outcomes.

**POLICY PURPOSE / AIM**

1. EarlyEd families and agencies that EarlyEd staff are involved with are able to provide feedback and complaints to staff knowing that it is welcomed, is valued, is confidential, and that they can feel safe to do so.
2. EarlyEd families will be encouraged and be able to be involved in developing and reviewing the policies and practices that guide the service they receive.
3. EarlyEd families and agencies that EarlyEd is involved with will be able to have a say in how the services are delivered, and will be encouraged to pass information back to the organisation, giving their comments and outlining any concerns they may have. Such input will be used constructively to monitor and improve the service.

**BACKGROUND / RATIONALE**

The focus of the policy is to create:

1. A culture at EarlyEd that encourages and welcomes all feedback
2. A straightforward approach to managing feedback which supports staff to make decisions confidently as to how to respond

Feedback and Complaints are classified according to 4 main levels:

- Level 1: Comment about the service, or requests for information or clarification.
- Comments may be either positive or negative or may be suggestions for improvement
- Level 2: Criticism or dissatisfaction about the service received, particularly where there is dissonance between the expressed need of the client and the service delivered.
- Level 3: Concern or serious objection about the service delivery, where there is a high level of dissatisfaction or a specific grievance.
- Level 4: Complaint about serious breaches of the service contract, or of rights, policy, or the legislative responsibilities of the service (for example, anti-discrimination legislation etc.)

**DOCUMENTATION**

<b>Documents related to this policy</b>	
Related policies	<ul style="list-style-type: none"> <li>• Grievance Dispute Settling Policy (HR)</li> <li>• EarlyEd Performance Management Policy (HR)</li> </ul>
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> <li>• Service Agreement</li> <li>• EarlyEd Complaints Log</li> <li>• EarlyEd Complaints Procedure</li> <li>• EarlyEd Feedback and Complaints Procedure Flowchart</li> </ul>

EARLY EDUCATION (EARLYED) Inc: **Feedback and Complaints**

	<ul style="list-style-type: none"> <li>• Exit and Termination Procedure (HR)</li> <li>• Performance Management - info for current EarlyEd staff</li> <li>• Performance Management - info for Managers</li> <li>• Performance Management - info for new EarlyEd staff</li> <li>• Pre First Reflective Practice Supervision Questionnaire</li> <li>• Reflective Practice and Supervision Actions Outcomes</li> <li>• Reflective Practice and Supervision form Level 1</li> <li>• Reflective Practice and Supervision form Level 2</li> <li>• Reflective Practice and Supervision form SMT</li> <li>• Admin Finance Reflective Practice and Supervision form</li> </ul>
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Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 2 years unless changes in funding occurs	Senior Executive	Chief Executive Officer

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	26.03.2015	Senior Executive Team	26.03.2016
2	21.11.2017	Senior Executive Team	21.11.2018
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