

## Feedback, Compliments and Complaints Policy

### 1.0 Purpose

Studio ARTES Northside Inc. (“Studio ARTES”) is committed to handling feedback, compliments and complaints fairly, efficiently and effectively.

This policy provides guidance to our staff and people who wish to make a complaint on the key principles and concepts of our feedback, compliment and complaint management system.

### 2.0 Policy Statement

We are committed to seeking and receiving feedback and complaints about our service, systems, practices, procedures, and complaint handling. Studio ARTES expects staff at all levels to be committed to fair, effective and efficient feedback, compliment and complaint handling.

#### People focus

People making complaints will be:

- provided with information about our complaint handling process
- provided with multiple and accessible ways to make complaints
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

#### Anonymous complaints

We accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

#### Accessibility

We will ensure that information about how and where complaints may be made to or about us is well publicised. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

#### Respond to complaints

Where possible, complaints will be resolved at first contact with Studio ARTES. Our staff are empowered to resolve complaints promptly and with as little formality as possible. All concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

#### Responsiveness

We will promptly acknowledge receipt of complaints. We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

We will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

#### Objectivity and fairness

We will address each complaint with integrity and in an equitable, objective and unbiased manner.

#### Conflicts of interests

Whether actual or perceived, conflicts of Interests will be managed responsibly.

### Confidentiality

We will protect the identity of the person making the complaint and the nature of the complaint private where practical and appropriate.

### Staff Support

We acknowledge that complaints can adversely impact our staff and commit to supporting them through any complaints that may impact them.

### 3.0 Related Procedures

- [Feedback Compliment & Complaint Procedure for Staff](#)
- [Feedback Compliment & Complaint Procedure for Members and Carers](#)
- [How to Give Feedback – Easy English Procedure](#)

### 4.0 Associated Legislation and Standards

- [National Standards for Disability Services](#)
- [National Disability Insurance Scheme \(NDIS\) Practice Standards \(in progress\).](#)
- [Privacy and Personal Information Projection Act 1998](#)
- [NDIS Terms of Business for Registered Providers](#)

### 5.0 Responsibilities

| Who in the organisation?   | What they are responsible for?  |
|--|---|
| Employees, contractors, volunteers, members, senior management and the Board | <ul style="list-style-type: none"> <li>• Observe this policy and associated Procedures ensuring that they are acting in a manner that is consistent with the Policy and associated Procedures.</li> </ul> |
| Senior Management  | <ul style="list-style-type: none"> <li>• Implementation and monitoring of the Policy and associated Procedures including preventative and corrective action.</li> </ul>                                   |
| Service & Systems Manager  | <ul style="list-style-type: none"> <li>• Ensure that the Policy and associated Procedures is reflected in Studio ARTES documentation, manage updates to policy and associated procedures.</li> </ul>      |
| CEO and the Board  | <ul style="list-style-type: none"> <li>• Ensure that a regular review of the policy and associated procedures occurs.</li> </ul>  |

### 6.0 Register of Changes

| Date      | Version | Major or Minor Change? | Comments                                  |
|-----------|---------|------------------------|---|
| 27/4/2018 | 1.0     | Major                  | New Policy replaces all previous policies |
|           |         |                        |   |
|           |         |                        |   |
|           |         |                        |   |