

Feedback, Compliment and Complaint Procedure Members and their Carers

1.0 Purpose

This procedure relates to [Feedback, Compliment and Complaints Policy](#).

2.0 Procedure

Giving Feedback, a Compliment or making a Complaint

1. In the first instance talk to the person concerned if you feel able to. If it is not possible to resolve the matter at this point the complainant should be encouraged to offer their complaint. Complaints are accepted verbally, in writing, by email, or any other communication method. How the feedback or complaint is received will in no way influence the priority given to or the quality of the response provided
2. Anonymous complaints will be investigated if they infer a safety risk to any people or persons accessing the service, allegations of abuse, if serious breaches of Studio ARTES' policy are alluded to in the initial complaint or if the reputation of Studio ARTES is in disrepute. This is at the discretion of the CEO
3. A complaint should be made as soon as possible after the event but can be made at any time.
4. Clearly set out the nature of the complaint and what you would like the outcome to be.
5. Any person making a complaint to Studio ARTES has the right to involve an advocate to support them at any time throughout the process. This can be any person designated by the complainant. A list of Advocacy services is listed at the end of this procedure and on our website.
6. The complaint will be forwarded to the person designated to deal with the complaint by the complainant. Studio ARTES will assist to identify a support person if you so wish.
7. A staff member may be chosen by you, the complainant, to deal with the complaint throughout the process.

What Happens Next

1. The designated staff member will acknowledge receipt of your complaint in your preferred contact method within 2 (two) working days.
2. A response in your preferred contact method detailing the outcome will be available to you, the complainant, within 10 working days.
3. If you are not satisfied with the outcome you can take the matter to an external body by contacting the following organisations.

NSW Ombudsman

Telephone: 02 9286 1000

Website: www.omobo.nsw.gov.au

Email: nswombo@imbo.nsw.gov.au

Complaints Resolution and Referral Service (CRRS)

Telephone: 1800 880 052
TIS: 13 14 50
NRS: 1800 555 677
Fax: 02 8412 7199
Email: crrs@workfocus.com

The CRRS is an organisation to assist complainant's if they have an unresolved issue concerning a Disability Employment Service, Advocacy Service or Australian Disability Enterprise.

For further information and advice regarding a report/complaint on abuse and neglect:

National Disability Abuse and Neglect Hotline

Hotline: 1800 880 052
TIS: 13 14 50
NRS: 1800 555 677
Fax: 02 8412 7199
Email: hotline@workfocus.com

List of Advocate Services in NSW.

- [Australian Centre for Disability Law](#)
- [Ability Inc.](#)
- [Citizen Advocacy Western Sydney](#)
- [Disability Advocacy Network](#)
- [Disability Advocacy NSW](#)
- [Disability Aged Information Service \(DAISI\)](#)
- [IDEAS](#)
- [Indigenous Disability Advocacy Service](#)
- [Family Advocacy](#)
- [Intellectual Disability Rights Service](#)
- [Multicultural Disability Advocacy Association of NSW](#)
- [Newell Advocacy](#)
- [NSW Council for Intellectual Disability](#)
- [People with Disability Australia](#)
- [Physical Disability Council of NSW](#)
- [Self Advocacy Sydney](#)
- [Side By Side Advocacy](#)
- [Spinal Cord Injuries Australia](#)

Studio ARTES Review and Evaluation

Review and evaluation of this procedure will be measured against Studio ARTES' standards, objectives and practices as part of a review process within the framework of Studio ARTES' quality assurance and continuous improvement process.

The provisions of the NSW Disability Services Act 1993 and supporting Standards clearly outline the obligations that service providers have to ensure the rights of people with a disability are met as equal members of society.

Those rights include their entitlement to feel safe, and to live in an environment where they are protected from assault, neglect, exploitation or any other form of abuse. Mandatory reporters are required by law to report to Family and Community Services if they suspect that a child or a person with a disability is at risk of significant harm. Studio ARTES is committed to ensuring that the people we support are protected from harm and will follow the NSW Government mandatory reporting requirements.

Managing unreasonable conduct by people making complaints

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our staff, and
- our ability to allocate our resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

Accountability and learning**Analysis and evaluation of complaints**

We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis.

Regular reports will be run on:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints
- systemic issues identified, and
- the number of requests we receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements. Both reports and their analysis will be provided to Studio ARTES Board for review.

Monitoring of the complaint management system

We will continually monitor our complaint management system to:

- ensure its effectiveness in responding to and resolving complaints, and
- identify and correct deficiencies in the operation of the system.
- Monitoring may include the use of audits, complaint satisfaction surveys

Continuous improvement

We are committed to improving the effectiveness and efficiency of our complaint management system. To this end, we will:

- support the making and appropriate resolution of complaints
- implement best practices in complaint handling
- recognise and reward exemplary complaint handling by staff
- regularly review the complaints management system and complaint data, and
- implement appropriate system changes arising out of our continual monitoring of the system.

3.0 Related forms and registers

- [Feedback, Compliment and Complaint Form](#)
- Feedback, Compliment and Complaint Register

4.0 Responsibilities

Who in the organisation?	What they are responsible for?
Employees, agency staff, contractors, volunteers, members, senior management and the Board	Observe this procedure ensuring that they are acting in a manner that is consistent with the procedure.
Senior Management	Implementation and monitoring of the procedure, including preventative and corrective action.
Service & Systems Manager	Ensure that the procedure is reflected in Studio ARTES documentation, manage updates to procedure.
CEO and the Board	Ensure that a regular review of the procedure occurs.

5.0 Register of Changes

Date	Version	Major or Minor Change?	Comments
27/04/2018	1.0	Major	New procedure replaces all previous procedures