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Feedback Policy & Procedure

APPROVED BY: Pathways SouthWest Board of Management

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THIS POLICY & PROCEDURE APPLIES TO: Pathways SouthWest Board of Management, Staff, Students, Volunteers, Consumers, Carers, other Stakeholders and the General Public

Feedback Policy & Procedure

Purpose

This policy is to provide information on how to give feedback to the organisation.

Pathways value information and feedback from service users and community members as an opportunity to improve the quality of our services.

Policy

The objectives of this Policy are to:

- Recognise, promote and protect individuals' rights, including the right to comment, compliment or complain.
- Provide an efficient, fair and accessible mechanism for ensuring the perspective of services users is heard.
- Provide information on the feedback handling process.
- Monitor feedback in an endeavour to improve the quality of services.
- Increase the level of satisfaction with the delivery of services.

Procedure

Pathways SouthWest (Pathways) respects the right of service users or members of the community to provide feedback about the services that we provide. Pathways commitment to fair, equitable and timely resolution of complaints is also described in this Policy and related documents.

All feedback is to be recorded on the Feedback Form and actioned by management, who will sign off on all complaints when they have been dealt with.

All service users and community members will be made aware of their right to complain, the complaints procedure and the use and availability of advocates. Management will take steps to ensure that service users feel comfortable to continue accessing the service after making a complaint.

Information on Pathways complaints procedure is included in service users information. The complaints procedure will be briefly explained to service users at the time of entry into the service. If a situation develops where there is potential for a complaint, or a complaint is made, then more information will be given about the process.

Complaints Procedure

Fairness

Pathways recognise the need to be fair to both the complainant and Pathways employee/s against whom the complaint is made.

If a service users complains, Pathways will:

- treat the complainant with tact, courtesy and fairness at all times;
- maintain appropriate confidentiality of the complainant at all times;
- not victimise or harass the complainant as a result of any complaint he/she makes,
- not discriminate against the complainant because of any disability, his/her colour, race, religion, age, sex or sexual orientation.

Responding to complaints

When a complaint is recieved, Pathways will:

- attempt to resolve the complaint at the first point of contact;
- acknowledge receipt of the complaint no later than five working days;
- where a complaint is not fully understood, contact the person who lodged the complaint to ensure good understanding of the issues correctly; and
- for complaints not resolved "on the spot", aim to resolve the complaint and issue a response within 30 working days.

If Pathways decide not to deal with a complaint, or to stop dealing with a complaint, management will inform the complainant of the decision and the reason(s) for the decision in writing.

The complainant will be advised in writing of the outcome of the investigation.

Complaints System

First stage - Recording via a 'Feedback Form' and acknowledgment of the complaint and attempted resolution by front line staff.

Second stage - If the complainant is still not satisfied, a more senior staff member such as the Chief Executive Officer or the Chairperson of the Board of Management will review the person's complaint and the results of the review will be reported to the complainant.

If the complainant remains dissatisfied, Pathways will consider other options that may be available to achieve a resolution.

Third stage - If the complaint cannot be resolved within the organisation, the complainant will be referred to an outside agency.

The following agencies may be used for the purposes of advocacy and mediation:

Community Mediation Services

(Via Bunbury Community Legal Centre)
101 Victoria Street
BUNBURY WA 6230
Telephone: 9791 3206
Website: www.bunburyclc.com.au

Mental Health Law Centre (WA) Inc

96-98 Parry Street
Perth WA 6000
Telephone: 1800 620 285
Email: office@mhlcwa.org.au
Website: www.mhlcwa.org.au

Health Consumers' Council (HCC)

Unit 6/40 Lord Street
Perth WA 6000
Telephone: 1800 620 780
Email: info@hconc.org.au
Website: www.hconc.org.au

The following agency may be used for complaints:

Health and Disability Services Complaints Office (HaDSCO)

G P O Box B61
Perth WA 6838
Email: mail@hadsco.wa.gov.au
Website: <https://www.hadsco.wa.gov.au>

Advocacy South West Inc.

32 Wittenoom Street
BUNBURY WA 6230
Telephone: 9791 6444
Website: www.advocacysouthwest.org.au

Consumers of Mental Health WA (CoMHWA)

13 Plaistowe Mews
West Perth WA 6005
Telephone: 9321 4994
email: admin@comhwa.org.au
Website: www.comhwa.org.au

Remedies

Pathways will endeavour to resolve all complaints received as fairly as possible and in a timely manner. Some of the remedies that we may use to help resolve complaints include:

Rectify mistakes - where a mistake has been made, it has taken too long to follow up a matter, or a matter has been overlooked, action will be taken to rectify the mistake or situation as soon as practicable.

Employee training and counselling - where a complaint is made about an employee, there will be an investigation which may result in the employee being provided with training and/or counselling.

Referral - as outlined in this Complaints Policy, if a complaint cannot be resolved internally, the complainant will be referred to the suitable agencies.

Visibility and transparency of the complaints process

Pathways promote the existence of our Complaints Policy and Procedures through:

- Inclusion in the Service users Statement of Rights and Responsibilities, which is displayed prominently on our noticeboard.

Access to the complaints process

- A person wishing to make a complaint may do so in person, by telephone, letter, fax or e-mail.
- Our staff will assist people who may have difficulty making a complaint. For example, interpreters will be provided to assist people with limited English who would prefer an interpreter.
- In addition, staff will complete a Complaints Form on behalf of anyone making a complaint over the phone or in person. They will also assist those with limited literacy skills by confirming the details of the complaint verbally.
- If it is difficult for a customer to personally make a complaint, a complaint may be made on his/her behalf by another person.

Confidentiality of Complaints

Staff directly concerned with lodging, receiving and resolving the complaint must, as far as possible, maintain confidentiality of the complainant.

Complaints about employees

Complaints about Pathways employees should be directed to the Chief Executive Officer or in the case of a complaint against the Chief Executive Officer, it will be submitted to the Chairperson of the Board of Management.

Where and when appropriate the employee will be:

- given the opportunity to comment;
- informed of the final resolution/decision and the reason for that decision;
- and provided with a copy of the final reply to the complainant.

If management deems it appropriate, the employee will receive appropriate training and/or counselling.

Pathways will provide a response to the complainant and inform the complainant of our decision and the reasons for that decision.

Compliments

All compliments will be acknowledged by a member of the management team to the complimenter, the compliment will be recorded in the feedback register (on the intranet), this will be fed back to the staff and considered as part of service improvement.

Definitions

Complimenter – means the person who is providing a compliment.

Complainant - means the person or organisation making the complaint.

Service users - means a person receiving a service from Pathways.

Manager / management - means the Chairperson of the Board of Management if complaint is about the Chief Executive Officer.

Associated documents:

Feedback Form

Service users Statement of Rights & Responsibilities

Staff Code of Conduct

Feedback Register

Disability Complaints Form



Complaint Form

Please complete this form and return to the Health and Disability Services Complaints Office, PO Box B61, Perth, Western Australia, 6838. For help with completing this form call (08) 6551 7600.

1. Details of person who received the health or disability service (the consumer)

Name: Mr/Mrs/Miss/Ms/Other		
Address:		
Postcode:	email:	
Telephone: (work)	(home)	(mobile)
Date of birth: / /	Gender: male <input type="checkbox"/>	female <input type="checkbox"/>
For health service complaints: public patient <input type="checkbox"/> private patient <input type="checkbox"/>		
Please indicate here if you wish to be identified as: an Indigenous person Yes <input type="checkbox"/> No <input type="checkbox"/>		
a Torres Strait Islander Yes <input type="checkbox"/> No <input type="checkbox"/>		

2. Details of complainant (if complaining on someone else's behalf or under the Carer's Recognition Act)

Name: Mr/Mrs/Miss/Ms/Other		
Address:		
Postcode:	email:	
Telephone: (work)	(home)	(mobile)
Date of birth: / /	Gender: male <input type="checkbox"/>	female <input type="checkbox"/>
HaDSCO requires the consumer's consent if they wish for a third party to raise a complaint on their behalf. The consumer is therefore required to sign the below authorisation statement.		
'I authorise the above mentioned complainant to act on my behalf'		
Consumer signature: _____ Date: / /		
If the consumer is unable to provide permission, please explain why:		

2. Continued

Relationship to the consumer (tick more than one if applicable):	
Carer (definition on back page) <input type="checkbox"/>	Guardian <input type="checkbox"/>
Relative (please specify) <input type="checkbox"/>	Other (please specify) <input type="checkbox"/>
If not a relative, the complainant must sign the following declaration: 'I have no financial interest in the outcome of the complaint and I am acting without payment.'	
Complainant signature: _____	Date: / /

3. Details of the health or disability service provider

Name of service provider:	
Address:	
Postcode:	Telephone number:
Provider area of specialty:	Date service was provided: / /

4. Special requirements. For example, requirement for an interpreter etc.

5. Statutory requirements

Unless there is a good reason for the delay, HaDSCO cannot accept a complaint about an incident that happened more than two years ago. If the complaint is older than two years old, please provide details why a complaint was not made earlier.

In the first instance, complaints should be raised directly with the service provider. Has this complaint been raised with the service provider directly? Yes No

If yes please provide details and attach any relevant paper work. If a complaint has not been raised directly with the provider please explain why.

7. Authorisation

HaDSCO is required by law to consult with the Australian Health Practitioner Regulatory Agency (AHPRA) when complaints relate to a registered health professional. This will determine which agency is the most appropriate to deal with the complaint. Referral of the complaint to any other agency/body, other than AHPRA, requires the complainant's consent.

Authorisation to discuss complaint and/or refer. HaDSCO may send a copy of the complaint to the provider for response or refer this complaint, where appropriate, to another organization. In order to determine the appropriate course of action, HaDSCO may need to discuss the complaint with the provider or a relevant organisation.

'I authorise the Director of the Health and Disability Services Complaints Office to discuss my complaint with a relevant organisation and to refer or send a copy of my complaint to the health or disability service provider and/or any other relevant body.'

Signature: _____ Date: / /

Authorisation to access information. HaDSCO may need access to medical information or other records to assess this complaint. If the person who received the service is unable to sign, please provide the signature of the authorised representative (section 2).

'I authorise the Director of the Health and Disability Services Complaints Office to access information relating to this complaint.'

Signature: _____ Date / /

8. Definition of a carer: HaDSCO defines a carer as a person who provides ongoing care or assistance to a person with a disability, chronic illness (including mental illness) or an individual who, because of frailty, requires assistance with everyday tasks. This definition excludes persons paid to provide care services and those working as volunteers.

So this complaint can be processed, please ensure this form has been completed in full and both authorisation statements have been signed. Work cannot begin on the complaint unless all information and authorisation has been supplied to HaDSCO.

For support with completing this form please contact:

HaDSCO contact details

Health and Disability Services Complaints Office (HaDSCO)
PO Box B61, Perth, Western Australia, 6838
Complaints and enquiries line: (08) 6551 7600
Administration: (08) 6551 7620
Facsimile: (08) 6551 7630
Free call: 1800 813 583
email: mail@hadsco.wa.gov.au
web: www.hadsco.wa.gov.au



Government of **Western Australia**
Health and Disability Services Complaints Office (HaDSCO)