

ECHO POLICY

COMPLAINTS AND FEEDBACK

The application of this Policy is by adherence to:

Related Standards

Aged Care Quality Standards
Aged Care Quality and Safety Commission
NDIS Practice Standards and Quality Indicators 2021
NDIS Quality and Safeguards Commission
NDIS (Complaints Management and Resolution) Rules 2018
Work Health and Safety Act 2020
Disability Service Act 1986
The NDIS Code of Conduct
Communication Policy
Privacy and Confidentiality Policy
Privacy Act 1988

Award (where Applicable)

N/A

PURPOSE

This policy outlines the approach adopted by ECHO to effectively manage client complaints and feedback to achieve a high level of client satisfaction and continuous improvement.

POLICY STATEMENT

ECHO has a positive attitude and is committed to a positive complaints culture within the organisation, from the highest management levels to our frontline staff. ECHO believes a commitment to resolving complaints will create a noticeable improvement in client satisfaction. ECHO is committed to having a complaint handling process that is fair, accessible, responsive, efficient, equitable, consistent and demonstrates open disclosure to ensure clients, carers, families, representatives, staff and other interested parties have confidence in the complaint handling system.

ECHO aims to empower clients and staff to resolve complaints as quickly as possible at the lowest suitable level, rather than escalating to higher levels, with minimum stress and maximum protection for all concerned. ECHO encourages the complainants to embrace the complaints and feedback management and resolution process. Complainants can also ask ECHO staff to assist them to lodge the complaint to ECHO or to the commission with consent.

Effective and consistent management of feedback helps to continuously improve services, and where necessary, gives people the opportunity to strengthen and/or rebuild relationships with ECHO. Therefore, ECHO actively seeks input and feedback from clients, carers, families, representatives, staff, and other interested parties to ensure an ongoing overall continuous improvement process.

Complaints and disputes will be managed confidentially and respectfully. ECHO is committed to creating and maintaining an environment where all stakeholders feel confident. They can raise concerns without suffering any disadvantage, victimisation or discrimination because of raising a complaint.

Based on the investigation, outcome and corrective action of the complaints and feedback, the Quality Team will identify the relevant standard gaps. The gaps will be treated as non-conformity, will be recorded as a Plan for Continuous Improvement (PCI) in the MOA benchmarking online platform, and an action plan will be developed and implemented to close the gaps.

Process Owner	Quality Manager		
Application:	All employees and volunteers (ECHO people)	Exceptions:	Nil
Author:	Quality Manager	Reviewed By	CEO
Approved:	CEO	Date:	24/05/2022
Issue	For review every 2 years as a minimum	Date:	24/05/2024

Revision History		
Rev #	Date	Summary
01	19/08/2022	Updated related Standards list and added information about continuous improvement.