

Policy - Compliments and Complaints

Policy Statement

The right of people accessing our services, the community and stakeholders of BeyondHousing to provide feedback is a fundamental component of the organisation's overall strategy to promote the rights of all people. Through this policy we demonstrate our commitment to actively seek and use feedback to improve service delivery.

Policy Application

This policy applies to all BeyondHousing employees and includes all permanent and casual staff, volunteers, work experience students, management and the Chief Executive Officer (CEO). For the purposes of this document, all parties will be referred to throughout this policy as workplace participants.

Responsibility and Authority

- The Board of BeyondHousing has responsibility for ensuring compliance with legal and regulatory requirements at a Governance level.
- This policy is operational and therefore the Chief Executive Officer (CEO) is responsible for ensuring:
 - Appropriate and effective policies and systems are in place to operationalise legal and regulatory requirements and therefore implement this policy in accordance with that responsibility.
 - Central records of compliments and complaints are kept and ensure that feedback is responded to and data is used to improve service delivery.
 - 6 Monthly reports to the BeyondHousing Board regarding feedback and complaints
 - All managers and workplace participants are aware of this policy
 - Provide support for workplace participants to undertake their responsibilities under this policy
- The CEO may delegate specific responsibility to managers or workplace participants to ensure that the objectives relating to this policy are met.
- Service Development is responsible for 6 monthly reports to the BeyondHousing Board and Management team regarding feedback and complaints.
- Managers and Team Leaders are responsible:
 - To inform workplace participants about their responsibilities under this policy.
 - For responding to feedback and complaints about their program areas.
- Managers are responsible for responding to compliments and complaints in their program areas.
- All workplace participants are responsible to familiarise themselves with this policy and comply with its requirements.
- BeyondHousing workplace participants are responsible for providing all people accessing our services and stakeholders with the opportunity to provide feedback to the organisation about the service they received, including information on how to do so.

Definitions

Complaint - A *complaint* is defined as 'an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected'.

Compliment - A *compliment* is an expression of praise, encouragement or gratitude about a service that is funded, regulated or provided. It may be about an individual workplace participant, a team or a service.

Stakeholders - A person who has an interest in or investment in something e.g. decision and who is impacted by and cares about how it turns out. Stakeholder includes clients, tenants, their family/friends/carer or advocates support agencies and external service providers. This may also include neighbours of surrounding properties.

BeyondHousing explicitly accepts the role of a client advocate whether statutory or voluntary, with the consent of the client.

Policy Detail

BeyondHousing is committed to ensuring all stakeholders have access to information and processes on how to:

- Provide feedback about our programs, service delivery and processes
- Make a complaint and have it addressed appropriately
- Resolve issues
- Access appropriate advocates and external avenues to lodge complaints

BeyondHousing will:

- Ensure all clients and other stakeholders are made aware of our feedback processes via posters, brochures, website and information provided by workplace participants.
- Record positive and negative feedback and respond in a way that enables us to improve our service delivery.
- Ensure all feedback, including complaints, is handled in accordance with the processes that accompany this policy.

Located: Share\Organisation\Processes\ORG Process Feedback and Complaints V4 June 2018

- Ensure any client or stakeholder providing feedback will not suffer reprisal as a result of that feedback.
- Receive feedback verbally, in writing or in person and will not treat feedback differently because of how it is received.
- Handle all feedback confidentially.
- Offer people alternate methods of providing feedback, such as referral to the Homelessness Advocacy Service, Housing Registrar or relevant funding bodies if they are dissatisfied with the way their feedback has been handled.

Timeframes for managing feedback and complaints

- All feedback will be responded to in 5 business days
- All complaints will be:
 - Acknowledged with the Stakeholder, on the same day (maximum of 2 business days)
 - Response provided to the Stakeholder about the status of the complaint within 5 days
 - Resolved within 30 business days

Appealing the outcome of a complaint

If the Stakeholder is not satisfied with the outcome of the complaint, they have a right to appeal the decision via the following methods:

1. Speak to the relevant Program Manager
2. Speak to the Chief Executive Officer
3. Discuss your complaint with an advocacy service:
 - Homelessness Advocacy Service
 - Tenants Union of Victoria
 - Victorian Housing Registrar

¹ The Department of Health and Human Services (DHHS) definition of a complaint is taken from the Australian Standard AS ISO 10002-2014 Customer Satisfaction – Guidelines for Complaints Handling in Organisations

- Ombudsman Victoria

Feedback methods

The following methods are used to obtain stakeholder feedback and inform service delivery and future planning:

Client Services

- Annual Client Satisfaction Survey
- Three & Six Month Reviews – Team Leaders are responsible for ensuring 3 & 6 month follow ups are completed with clients who have exited from the Housing Support, STAR Program and Transitional Housing. The aim of the reviews is to improve service delivery through:
 - Feedback from clients after exiting our service
 - Data on long term outcomes for clients we assist e.g. clients maintaining their housing
 - Information on the effectiveness of our service
 - Ensuring clients know how to reengage with us if required

Housing Services

- Biennial Tenant Survey – An anonymous survey for all long term social housing tenants covering a broad range of tenancy matters; maintenance, service provision, information etc.
- Monthly Quality Maintenance Checks – Phone based tenant satisfaction survey, contacting tenants who have had maintenance completed in the previous month to ensure quality control regarding maintenance carried out, timeliness etc.

Where BeyondHousing seeks alternate feedback (via surveys and follow ups) clients will provide necessary consent, be informed of the scope of the feedback including what it is used for and if their name will be visible.

Reporting Requirements

An internal feedback and complaints report is provided to the Board and Management team every 6 months. The findings/recommendations from the report are used to improve and inform future service delivery.

The following complaints must be reported to the relevant external body:

- Privacy Breach – within one business day to DHHS
Refer to [S:\Organisation\Policies\ORG Policy Privacy and Confidentiality V6 FINAL Jan 2018.pdf](#)
- Reportable Conduct as defined in the Child Wellbeing and Safety Act 2005. The CEO is required to notify the Commission for Children and Young People of any allegation deemed as reportable conduct within three business days. Refer to Website: [CCYP | Notify and update reportable allegations](#) (prescribed forms)

Related:

Policy

- ORG Policy Access and Equity
- ORG Policy Child Safety
- ORG Policy Code of Ethics
- ORG Policy Code of Conduct
- ORG Policy Privacy and Confidentiality
- ORG Policy Rights and Responsibilities
- All BeyondHousing Housing Services & Client Services Policies

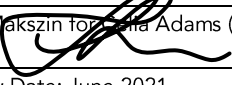
Documents

- Program Guidelines
- BeyondHousing Feedback form, poster and brochure
- ORG Process Feedback and Complaints
- Team Leader Position Description – Key Performance Indicators

Legislation

- Child Wellbeing and Safety Act 2005
- Information Privacy Principles

- Privacy Act 1988 (Commonwealth)
- Health Records Act 2001 (Vic)
- Privacy and Data Protection Act 2014 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)

Approver: Leisa Makszin  Leisa Adams (CEO)	Date Reviewed: March 2019
Signed:	
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