

# Policy

# Compliments and Complaints

## Policy Statement

The right of people accessing our services, including the community and stakeholders of BeyondHousing to provide feedback is a fundamental component of the organisation's overall commitment to promote the rights of all people.

## 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 & 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.
  - 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.
- Managers and Team Leaders are responsible:
  - To inform workplace participants about their responsibilities under this policy.
- All workplace participants are responsible to familiarise themselves with this policy and comply with its requirements.

## Policy Detail

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

- Provide feedback about our people, programs and service delivery.
- Make a complaint and have it addressed appropriately
- 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.
- Encourage feedback from clients and stakeholders.
- 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.
- Ensure any client or stakeholder providing feedback will not suffer reprisal as a result of that feedback.
- Ensure that our feedback options are culturally appropriate and safe

- Accept feedback verbally, in writing, via our website or social media and will not treat feedback differently because of how it is received.
- Investigate feedback, including complaints, in a fair and impartial way and follow the principles of natural justice.
- 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.
- Triage all complaints to ensure an immediate response for complaints of a serious nature e.g. client privacy breach, a complaint relating to child safety or the reportable conduct scheme

#### *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

All timeframes are measured from date of receipt of feedback or complaint from stakeholder

#### *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 Manager
2. Speak to the Chief Operating Officer or Chief Executive Officer
3. Discuss your complaint with an advocacy service:
  - Homelessness Advocacy Service
  - Tenants Union of Victoria
  - Victorian Housing Registrar
  - Ombudsman Victoria

#### *Feedback methods*

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

- Biennial Client Satisfaction Survey
- Biennial Client Focus Groups
- Review processes are completed with clients who have exited from key Housing Homelessness Services. 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
  - Information on the effectiveness of our service
  - Ensuring clients know how to reengage with us if required
- Monthly Quality Maintenance Checks for Housing Clients.

Where BeyondHousing seeks feedback clients will be informed of the scope of the feedback including use and if their name will be visible. Consent will be requested where applicable.

## Reporting Requirements

Internal feedback and complaint reports are 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 the Department of Families, Fairness and Housing (DFFH)
- 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) <https://ccyp.vic.gov.au/reportable-conduct-scheme/about-reporting-allegations/>

## Definitions

<b>Complaint</b>	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.
<b>Compliment</b>	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.
<b>Stakeholders</b>	A person who has an interest, concern or investment in something. 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.

## Related

Document Reference	Document Type
ORG Policy Access and Equity	Policy
ORG Policy Child Safety	Policy
ORG Policy Code of Ethics	Policy
ORG Policy Code of Conduct	Policy
ORG Policy Privacy and Confidentiality	Policy
ORG Policy Rights and Responsibilities	Policy
BeyondHousing Feedback form, poster and brochure	Other
ORG Process Feedback and Complaints	Procedure
<a href="#">Child Wellbeing and Safety Act 2005</a>	Legislation
<a href="#">Information Privacy Principles</a>	Legislation
<a href="#">Privacy Act 1988 (Commonwealth)</a>	Legislation
<a href="#">Privacy and Data Protection Act 2014 (Vic)</a>	Legislation
<a href="#">Charter of Human Rights and Responsibilities Act 2006 (Vic)</a>	Legislation

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