



# Client Feedback

## Category: Service Provision

### Policy and Procedure

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#### **POLICY**

- BCH will ensure that its Client Feedback Policy and Procedures will be conveyed to consumers and potential consumers by way of brochures and posters displayed in all BCH venues.
- BCH will ensure that staff are adequately informed of the policy and procedures.
- BCH will act on all Client Feedback received and welcomes this feedback as an opportunity to improve our services

#### **RATIONALE**

This policy recognises that occasions will occur when service users have Client Feedback about the services or facilities provided by Ballarat Community Health. This feedback offers Ballarat Community Health the opportunity to review the services it provides, and where appropriate, improve these services.

A Client Feedback System allows BCH to:

- Check that we are meeting needs and expectations of consumers and stakeholders
- Learn how we can improve service quality
- Acknowledge a job well done.

This policy outlines the procedure that staff should take in responding to Client Feedback. Anyone may provide feedback including any member of the public, client, their carer, agency or service provider utilising services provided by Ballarat Community Health.

#### **SCOPE**

This policy is applicable to all staff, service users, and contractors.

#### **RESPONSIBILITIES**

It is the responsibility of the CEO to ensure that this policy is reviewed and monitored.

#### **PROCEDURES**

##### **COMPLAINTS**

##### Verbal Complaints (including those taken over the telephone)

Verbal complaints are to be initially dealt with by the staff member receiving the complaint. A complaint taken over the telephone shall be documented on the 'Client Feedback Form'. A consumer wishing to document the complaint personally may be given a 'Client Feedback Form'.

##### Written Complaints

The Customer Service Team will give the complainant a copy of the "Client Feedback" brochure and the "Client Feedback Form" for the submission of the written complaint.

##### Receipt of complaint

- On receipt of a verbal complaint the following shall occur:
  - Acknowledgement of the complaint
  - The complainant shall be informed of BCH's process for following up complaints



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- Permission shall be obtained from the complainant to follow up the complaint
- The staff member receiving the complaint, either written or verbal, shall take the details on the 'Complaint Form' and a brief description of the concern.
- A copy of the 'Complaint Form' shall be forwarded to the Quality Coordinator for monitoring and recording within our Opportunity For Improvement System.
- If the complainant agrees, the complaint shall then be immediately passed on to the relevant Staff Member/Team Leader/CEO/Board Member for investigation. The relevant Staff Member/Team Leader/CEO/Board Member shall forward the 'Complaint Acknowledgement letter' to the complainant within two working days.
- If the complainant wishes to remain anonymous, the 'Complaints Form' with the description of the complaint, shall be forwarded to the Quality Coordinator for recording only.
- If the complaint is resolved a finalisation letter shall be sent using the 'Complaint Finalisation Letter'.
- Ensure the relevant Team Leader is made aware and forward the 'Complaint Form' and any additional information to the CEO for sign off. All documentation shall then be sent to the Quality Coordinator.
- If a complaint has potential for legal implications the CEO shall be advised immediately.

#### Investigation of complaint

- If the complaint is not resolved in the first instance a further investigation will take place, this will be conducted by the next senior person, or as determined by the CEO.
- Complaints received will then be recorded on an 'Opportunity For Improvement' form and followed through using this process. Where a complainant has ticked they would like to be informed of the outcome, this will also be done.
- The staff member investigating the complaint shall inform the complainant that at any time during the process, they may seek further advice or they may have an advocate assist them or they may contact the Health Services Commission.
- The staff member shall contact the complainant to discuss or advise of actions in response to their concern.
- If a staff member is the subject of the complaint, that staff member will be informed of the complaint and consulted regarding details of the complaint.
- If the Chief Executive Officer is the subject of the complaint, the Chief Executive Officer will forward the correspondence to the Board of Directors, who will be responsible for discussing the complaint with the Chief Executive Officer. The Chief Executive Officer will notify the complainant and the Board of Directors of the outcome.
- If it appears the matter has been resolved, a 'Complaint Finalisation Letter' which provides opportunity for further follow up, shall be sent to the complainant.
- When complaint is finalised, the completed 'Complaint Form' and all relevant paperwork shall be forwarded to the relevant Team Leader/CEO/Board for sign off. This shall then be forwarded to the Quality Coordinator.
- If the matter has not been dealt with to the satisfaction of the complainant, all documentation shall be forwarded to the next senior staff member for follow up.

#### When is a Complainant Satisfied?

- To determine if a complainant is satisfied, the person investigating the complaint must ask the complainant if they are satisfied with the result, or, do they wish to pursue the matter further?
- If the complainant states that they are satisfied, then the complaint is resolved to the satisfaction of the complainant.



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- BCH shall endeavour to resolve complaints within 21 days.
- If the complainant states that they wish to pursue the matter further, information of other agencies, i.e. Health Services Commission, must be provided.
- It should be acknowledged that not all complaints are able to be resolved to the full satisfaction of the complainant and BCH needs to identify these areas (eg. The complainant wants BCH to provide services that they are not eligible for).

#### Recording and Reporting Client Feedback

- All conversations with the complainant, any staff member or any other person, in relation to the complaint, shall be documented in writing by the person investigating the complaint.
- Documentation pertaining to any client feedback shall remain on file with the Quality coordinator, who shall maintain a Complaints Register.
- All information shall be held in a secure manner and confidentiality of details should be upheld at all times.
- The Quality Coordinator shall provide a report to the Board of Directors on client feedback received quarterly.

#### Compliments

- On receipt of a verbal compliment or a "job well done"; this shall be recorded on the 'Compliments Form'.
- This form shall be forwarded to the CEO for sign off.
- If the compliment is received in writing, a copy of the letter/card shall be attached to the 'Compliments Form' and then forwarded to the CEO for sign off.
- When signed off, the form shall be forwarded to the Quality Coordinator for recording.

#### **ASSOCIATED DOCUMENTS**

- Client Information Right and Responsibilities Brochure
- Client Feedback Form
- BCH Complaints Register



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#### POLICY HISTORY

Adapted From	BCH Complaints Process for Service Users and BCH Complaints and Compliments Policy
Distribution:	All Staff
Authorised by:	Chief Executive Officer
Policy Legislative Base	Aged Care Act Disability Services Victorian Standards Disability Services Act HACC Guidelines
Related Policies	
First Approved Date	10/01/2005 (Complaints Process for Service Users)
Review History:	25/11/2008
Review Frequency:	Triennial
Next Review Due	11/2011
Responsibility for Review:	Gov. & Risk Management Coordinator