



PO 003	Version: 3
FEEDBACK AND COMPLAINTS POLICY	
Date approved:	April, 2020
Review date:	April, 2022

Policy context:

This policy relates to the aims of Veritas House to manage feedback and complaints in a positive manner in order to enhance and improve service provision.

Applies to:

All staff, carers, volunteers, service users and Board members

Standards or other external requirements:

NSW Child Safe Standards for Permanent Care –
 Section 1: Children and Young People – Care & wellbeing.
 Standard 6: Participation in decision making.
 Section 3: People who work with and care for children and young people.
 Standard 21: Supervision and support.
 NSW: Specialist Homelessness Service Standards (2014)
 Australian Service Excellence Standards (2016)
 Voluntary Out-of-Home Care Statutory Procedures (2016)
 OCG Principles for Child Safe Organisations

Legislation or other requirements:

Children and Young Persons (Care and Protection) Act 1998 Sections: 8, 9, 11–13, 137, 140, 8(b), 9(2)(a & f), 10–14, 79A, 140, 142, 145, 149B–K, 150, 160, 162, 165, 166(1)
 Children and Young Persons (Care and Protection) Regulation 2012 Clauses: 14,23B,34, 36, 37, 39, 40, 41, 42, 48(3)
 Child Protection Legislation Amendment Bill 2014
 Adoption Act 2000 Sections: 7, 8, Part 6, 95, 96, 9, 46–51, 55, 59, 63–66, 69, 73(1), 123, 127–129, 184(2)
 Adoption Act 2000 Sections: Adoption Regulation 2015 Clauses: 75, 76, 79, 80–85
 Objects and principles of the Community Services (Complaints, Monitoring and Review) Act, 1993 No.2
 Fair Work Act 2009
 FACS Funding Deed
 Ombudsman Act 1974 (NSW)

POLICY STATEMENT

Veritas House is committed to ensuring that staff, carers, volunteers and any person or organisation using their services or affected by its operations have the right to lodge a complaint, provide feedback, or to appeal a decision of the organisation. They have the right to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency without fear of retribution or discontinuation of service.

Veritas House will manage feedback by:

- actively seeking feedback and using the information to support best practice through continuous improvement and to place service users at the heart of what we do;
- ensuring feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements;
- ensuring consultation on services and opportunities to influence how they are delivered and are accessible to all;
- ensuring there are many different contribution opportunities for service users to influence the services they receive, and at many different contribution levels;
- developing new and innovative means by which service users can get involved and to allow service users to choose the ways in which they engage with us;
- ensuring Veritas House staff utilise the opportunities available for consulting with and involving service users in service delivery and improvement;
- ensuring that staff have the skills and knowledge to effectively respond to and support service users to provide feedback.

Veritas House will provide a complaints and appeals management procedure that:

- is simple and easy to use;
- is effectively communicated and promoted to all service users and stakeholders;
- ensures complaints or appeals are fairly assessed and responded to promptly;
- is procedurally fair and follows principles of natural justice;
- complies with legislative requirements.

Veritas House will manage complaints by:

- documenting and considering all complaints received;
- treating all complainants with respect, recognising that the issue of complaint is important to the complainant;



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- maintaining confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution;
- ensuring advocacy is available to all who make a complaint and require support;
- resolving complaints, where possible, to the satisfaction of the complainant;
- dealing with all complaints in a timely manner;
- keeping parties to the complaint informed of progress of the complaint;
- ensuring that Board members and staff are given information about the complaints procedure as part of their induction and are aware of relevant procedures for complaint handling;
- ensuring all service users, carers, volunteers, stakeholders and members are aware of the complaints policy and procedures;
- ensuring that a complainant is not penalised in any way or prevented from use of services during the progress of an issue;
- ensuring that feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements;
- referring all complaints that cannot be resolved to the satisfaction of all parties to an external agency.

Policy review and version tracking			
Version	Reason	Date	Approved by
1		22.2.18	The Board
2	Policy review	23.4.20	The Board
3	Change name to remove Grievance	26.1.21	CEO