

## 1.3 Feedback and Complaints

### Policy Purpose

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This policy is to ensure that complaints and feedback is handled transparently, efficiently and effectively.

It ensures that each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints made by all parties are welcomed, acknowledged, respected and well-managed.

### Policy Statement

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Tablelands Physio is committed to maintaining a complaint and feedback system that follows principles of procedural fairness and natural justice and the [National Disability Insurance Scheme \(Complaints Management and Resolution\) Rules 2018](#).

Tablelands Physio recognises that having effective feedback and complaint handling processes provides the opportunity to deliver a higher level of service to our customers including NDIS participants. Complaints (and compliments!) are welcome as we use all feedback as a mechanism to support continuous improvement in our business. Tablelands Physio ensures that any person wishing to make a complaint either directly to Tablelands Physio or to the NDIS Commission, will not be disadvantaged or suffer any negative consequences by doing so.




While we encourage complaints in the first instance to us, individuals wishing to raise a complaint about our service directly with the NDIS Commission may do so if they so wish.

Whilst details of complaints, feedback comments and outcomes may be recorded and stored, Tablelands Physio ensures that all personal information provided by the complainant or their representative shall be deemed strictly confidential and only disclosed if required by law.

### Complaint Pathways

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Feedback and complaints can be received in several different pathways, including:

	Telephone: 02) 6352 3131
	Email: <a href="mailto:info@tablelandsphysio.com.au">info@tablelandsphysio.com.au</a>
	in person: 177 Mort Street, Lithgow, NSW, 2790
	Letter: 177 Mort Street, Lithgow, NSW, 2790
	Forms : Feedback and Complaints Form, Participant Survey Form

## Feedback and Complaints Procedure

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Our customers (including NDIS participants) are advised about the Feedback and Complaints process as part of our service provision including the methods by which they can provide feedback. We provide this information as part of 'onboarding' with NDIS Participants, and also during yearly reviews. The information provided can include:

- A copy of our Feedback and Complaints policy and procedure
- Easy English, plain English or accessible versions of this policy and procedure
- Our Feedback and Complaints form.

Complaints or feedback can also be made anonymously.

If required, participants can be supported to make their complaint or provide feedback and can be provided with information about how to access independent advocacy. Refer to: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Appropriate support and assistance to contact the Commissioner in relation to a complaint will be provided to any person who wishes to make a complaint.

Details about how to complain directly to Tablelands Physio or to the NDIS Commission will be provided to customers initially and again if required on request or through the participant survey or the Complaints and Feedback Form.

The Commissioner contact details are available at [complaints-feedback](#) (1800 035 544 or TTY 133 677).

All Complaints, including any made anonymously, are entered into our feedback and complaints register and actioned.

Tablelands Physio ensures that all workers are trained in our Feedback and Complaints Management procedure.

## Process for Complaints Handling

### Receipt of Complaints & Feedback

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A complaint and its supporting documentation will be securely maintained and recorded on the Feedback and Complaints register.

Feedback and complaints are filed in patient file and patient Cliniko electronic file, and in documents file electronically.

### Acknowledgment of Complaint & Feedback

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A complaint must be acknowledged within **1-3 business days**.

If feedback is positive, thank the customer/participant for their feedback and record in the feedback log.

## Initial Assessment and Addressing Complaints

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After acknowledgement of the complaint/feedback, the complaint is assessed for the following:

- whether the issue raised is within Tablelands Physio's control
- consider the outcome sought by the complainant
- identify if there are any other issues that may need to be recorded
- whether the complainant has been offered appropriate support, assistance or independent advocacy.

## Assess the severity of complaint

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When assessing the complaint, the following should be taken into consideration:

- the urgency and complexity of the complaint
- whether the complaint involves other people's health and safety
- whether the resolution requires external involvement
- the possible delays in resolving the complaint and the risk involved

To ensure Tablelands Physio's transparency the complainant will be kept informed at all stages of the complaint process and will be informed if there will be any possible delays.

## Decisions and Resolution

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Tablelands Physio is committed to involving the complainant in the resolution process, as appropriate to the specific situation.

We ensure that complainants and persons with disability affected by an issue raised in a complaint or and their families, carers and advocates (as applicable):

- are kept informed of the progress of the complaint, as appropriate (i.e. this could not be done if the complaint was anonymous), including any actions taken, the reasons for any decisions made and options for review of decisions;
- are involved in the resolution of complaints by maintaining contact with them and seeking their views on specific issues as we work through resolution processes.

After the assessment and investigation of the issue(s) raised with the complaint, the Practice Manager will contact the complainant and advise the following:

- the outcome of the complaint and actions taken
- the reasons for decision
- any improvements made and resolution(s)

All complaints processes will be treated as confidential and only disclosed if required by law. Further, if there are adverse findings about an individual, Tablelands Physio will review applicable privacy obligations under the [Privacy Act 1988](#) and *National Privacy Principles* and any applicable exemptions in or made pursuant to that Act, before sharing findings with the person making the complaint.

## Closing the Complaint, Record Keeping

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Tablelands Physio will keep records of the following:

- How the complaint was handled and managed
- The resolution(s) of the complaints
- Actions which need to be followed up
- Quality improvements identified and implemented as a result of feedback or complaint

These records are recorded into our Feedback and Complaints register.

A key driver of satisfaction is timeliness. As such, we aim to resolve complaints within 21 days of receiving the complaint.

If this is not achievable, a justification, i.e., no response from complainant, shall be documented on the Feedback and Complaints register.

## **Reporting, Monitoring and Continuous Improvement**

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### *Reporting*

Tablelands Physio remains committed to continually improving its service delivery. Feedback is analysed by the data recorded on the feedback and complaints register.

Tablelands Physio commits to report information relating to complaints to the Commissioner upon request of the Commissioner.

### *Monitoring*

Tablelands Physio will continually monitor its feedback and complaints handling register to identify insufficiencies and ineffectiveness of the delivery of service by Tablelands Physio. It is also monitored to identify any systemic issues in responding to and resolving complaints.

### *Continuous Improvement*

Tablelands Physio will undertake an annual review of its complainants to elicit overall participant feedback, including satisfaction with the Feedback and complaints management process. This review also includes:

- The number of complaints & feedback received
- Key issues and the outcome of complaints
- Systemic issues identified
- Timeliness of complaints resolution
- The number of requests received for internal or external review of Tablelands Physio's complaint handling.

Results of monitoring and continuous improvement processes will be fed into the Continuous Improvement Register. This includes seeking participant feedback on the accessibility of the complaints and resolution system.

## **Applicable forms and registers related to Feedback and Complaints Policy and Procedure**

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- Feedback and Complaints Register
- Feedback and Complaints Form
- Continuous Improvement Register
- Easy English brochure Feedback and Complaints

Records will be maintained for 7 years from the date the record was created.