

# MIC Feedback and Complaints Policy

## Policy

The MIC is committed to improving its service by listening to its service users and making improvements to programs and services where appropriate. It is the policy of the MIC to allow clients and group program participants to provide feedback and/or make complaints at any time, and to provide an appropriate response to feedback and complaints.

## Objective

It is the objective of the MIC to provide accessible avenues for its clients and group program participants to provide feedback and make complaints, and for feedback and complaints to be addressed and followed up, and service changes made where appropriate.

## Scope

This policy applies to all service users of the MIC, including clients who receive a one-to-one service and participants of MIC group programs.

## Responsibility

The MIC Manager is responsible for ensuring the principles and practices of this policy are complied with. The MIC Board of Directors ensures appropriate responses are provided where necessary. Individually, all staff are responsible for actioning these principles and raising feedback and complaints with the MIC Manager.

## Feedback

All MIC clients and program participants have the right to provide feedback to the MIC on their experience of the service they received or group they participate in.

All clients and group program participants are to be given the opportunity to complete a client satisfaction survey.

Client satisfaction surveys are translated into a range of community languages and are also available in English.

Client feedback for SETS casework services, including Housing, Migration and Employment Services is collated six-monthly via a random telephone survey and published on the MIC's website. Client feedback from children's and youth programs are collected either verbally or for older children through written feedback forms distributed at the conclusion of programs (or six monthly for year-long programs). Clients are also offered the opportunity to provide feedback at the time of their appointment or attendance at programs.

Client feedback from Access and Support is collated monthly for those clients who have exited the survey and discussed at team meetings. Feedback from clients and/or their relatives or carers for each calendar year is collated and uploaded to the MIC website.

Client feedback from the Specialist Family Violence Counselling program is collated six-monthly by random telephone surveys and uploaded to the MIC website.

Where appropriate, client feedback is discussed at staff meetings and actions to resolve areas of dissatisfaction are addressed at the staff meetings.

## **Complaints**

All service users are advised of their right to complain about the service beyond completing the client satisfaction surveys or feedback forms.

Clients are advised that they may:

- Talk with the staff member about the service and what they were not satisfied with.
- Talk with the MIC Manager regarding their service experience. If the Manager is not immediately available an appointment will be made for the client to speak with the Manager (or Acting Manager if Manager is absent) within 5 working days.
- Write to the Chairperson of the MIC if they are not satisfied with the response provided by the Manager of the MIC. The Chairperson will respond to the complaint within 14 days.
- Confidentiality will be provided and release of the nature of the complaint to a third party will not be made without the explicit consent of the client.
- For clients accessing the MIC's Access and Support Program, Commonwealth Home Support Program (CHSP), clients are offered information about their right complain to the Aged Care Complaints Commissioner and offered information about how to access an advocate to assist them to make complaints

Clients and program participants can provide verbal feedback at any time to any member of MIC staff. Clients and program participants are also invited to submit feedback using the MIC's [Feedback Form](#) at any time.

When staff receive a complaint, whether verbal or written, they are to record the complaints on a *Complaints, Suggestions and Feedback Form*, located on the MIC shared drive and forward details of the complaint to the MIC Manager for follow up and review. The MIC Manager will speak with the staff member about the best course of action and how and by whom a response is provided for the client. Information for clients on how to provide feedback and/or make a complaint, translated into five community languages as well as English, is displayed in the MIC's reception area.

## **Victims of Crime**

In line with the Victims of Crime Charter 2006, people who have been victims of crime can complain to the MIC if they believe MIC has not upheld a Victims of Crime Charter Principle and seek a review from the Victims of Crime Commissioner of the agency's response to their complaint. MIC staff working with Victims of Crime are to follow the Victims of Crime Charter at all times.

## **Complaints Handling Procedure**

When a complaint is received the following procedure is to be followed:

1. The staff member/volunteer/student receiving the complaint forwards the complaint to the MIC Manager.
2. The Manager reviews the complaint and discusses the complaint, including the context of the complaint with the staff member/volunteer/student/s involved. If the complaint is directly related to a staff member, volunteer or student, the Manager will speak with

the staff member/volunteer/student about what happened and why they believe the client is making a complaint about them. The MIC Manager will decide on a course of action with the staff member/volunteer/student that may involve (but is not limited to) identifying training needs and implementing a training plan and/or disciplinary action.

3. The Manager will decide on a course of action to be taken to support and respond to the client. This might involve consultation with the client and/or the MIC Board of Directors.
4. A response is then made to the client by the person deemed most appropriate to respond.
5. If the client is dissatisfied with the response provided, the client can write to the Chairperson of the MIC Board of Directors.
6. An incident report is written by either the staff member involved or the MIC Manager, which details the complaint made and how the matter was addressed.