

Policy 13 Feedback and Complaints

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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 CEO 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 CEO.

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 to be 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.

All feedback should be reported to the MIC CEO by the relevant MIC Manager for each program and presented to the Board twice a year.

Client feedback from DFFH Family Violence Project 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.

All projects should have a client feedback mechanism incorporated in the project plan.

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 they have had contact with or another staff member about the service and what they were not satisfied with.
- Talk with or write to the MIC CEO regarding their service experience. If the MIC CEO is not immediately available an appointment will be made for the client to speak with the MIC CEO (or MIC Manager) within 5 working days.
- Write to the Chairperson of the MIC if they are not satisfied with the response provided by the CEO of the MIC. The Chairperson will respond to the complaint within fourteen days.
- Make a complaint to MIC at any time via an online form on the [MIC website](#)

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.

When staff receive a complaint, whether verbal or written, they are to record the complaints on a *Complaints, Suggestions and Feedback Register*, located on the MIC shared drive and forward details of the complaint to the MIC CEO for follow up and review. The MIC CEO will speak with the staff member about the complaint and their suggested best course of action and how and by whom a response is provided for the client. Complaints and/or breaches to MIC are reported to the Board of Directors monthly.

Information for clients on how to provide feedback and/or make a complaint, translated into community languages as well as English, is displayed in the MIC's reception area. Clients can also make a complaint or provide feedback at any time using the online form on the MIC website.

Victims of Crime

Clients who have been victims of crime who present to MIC are to be treated with courtesy, dignity and respect. MIC staff working with victims of crime are to follow the [Victims of Crime Charter](#) to ensure they provide adequate and appropriate support as well as information about how to make a complaint. MIC workers who become aware that their clients have been victims of crime are to provide information about their entitlements and appropriate support and legal services that might be able to assist. Where appropriate and with the client's consent, MIC staff are to make referrals to these agencies to support the person. MIC workers are to document that this information has been provided in the client's file.

In line with the Victims' Charter, 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 MIC's response to their complaint if they are dissatisfied with MIC's response. MIC staff working with Victims of Crime are to ensure information about how to make a complaint to both MIC and to the Victims of Crime Commissioner is provided to the client.

Complaints Handling Procedure

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

- a) Staff member receiving the complaint forwards the complaint to the MIC CEO
- b) The MIC CEO reviews the complaint and discusses the complaint with the staff member/s involved to gain a better understanding of the situation. If the complaint is directly related to a staff member, volunteer or student, the MIC CEO will speak

with the staff member/volunteer/student about what happened and why they believe the client is making a complaint about them. This might also include speaking with the person making the complaint to gather more information.

- c) The MIC CEO will then decide on a course of action, including what action should be taken how and by whom a response should be provided for the client. This might involve consultation with the MIC Board of Directors.
- d) A response is then made to the client by the person deemed most appropriate to respond.

If the complaint is received from a child or young person under 18 years, MIC will speak with the parents/guardian of the child/young person where appropriate and the response will be provided to both the child/young person and parent/guardian, where appropriate and safe to do so.

If the complaint is from an older person aged over 65 years as part of MIC's CHSP program, MIC will follow an Open Disclosure process. This includes the following steps:

- a) MIC will contact the older person and/or their carer/relatives or others whom the older person would like involved to have a discussion with them about the incident or complaint, including finding out what happened, addressing any immediate needs, and offering support.
- b) MIC will acknowledge the complaint/incident and express regret or apologise to the client and/or their carer/relatives.
- c) MIC will take steps to resolve the matter. This will include addressing both immediate concerns as well as longer term or systemic internal problems.
- d) An incident report is written by either the staff member involved or the MIC CEO, which details the complaint made and how this was addressed.

The complaint and actions for redress is listed on the MIC Complaints, Suggestions and Feedback Register and documented on the Continuous Improvement Register.

Version Control

Document Review

Review	Date approved	Approved by	Next review due
1	Oct 2024	CEO	Feb 2027
2			
3			
Document/version control			
Date	Version	Change Made	Author
Oct 2024	3	Revised operational policy and created new policy	CEO