

Next Review Due:	31/08/2019
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Feedback

Policy

CHS values feedback, as a vital method of identifying experiences with our services, and a means of developing improvement strategies.

Country Home Services (CHS) promotes a customer focussed approach to feedback as part of our quality improvement program. We encourage anyone that comes into contact with our business (e.g. customers, their families and representatives, visitors, contractors, advocates, service providers) to question or comment on any aspect of our services. We aim to ensure that all feedback is listened to and where required resolved as quickly as possible.

Feedback can include a complaint as an expression of dissatisfaction about service systems and work practice within CHS. Feedback also includes general comments such as suggestions or recommendations for improvement, positive affirmations or testimonials or a simple thank you.

The aim of this policy is to improve, maintain and acknowledge the quality of care and services provided by adopting a positive, blame-free approach to addressing feedback.

All feedback is taken seriously, dealt with in confidence and with fairness and respect. Feedback is a positive opportunity to improve the quality of service that we provide. Feedback can be made verbally or in writing.

Feedback is always welcome as it assists us to understand when systems and processes are working well or may need review or improvement.

We will make all reasonable efforts to understand all feedback, the issue or concern, and address or resolve the matter within the service when they arise. The timely and efficient management of feedback fosters a positive, cooperative attitude with those providing the feedback.

Complaints will be addressed promptly. We will communicate openly and regularly while we work to address/resolve the feedback. Where appropriate, the person/s providing the feedback will be actively involved in resolving the issue, and once a resolution has been reached, make sure that there is satisfaction with the outcome and feedback provided.

If required CHS encourages customers to access external advocacy and complaints services to support their participation to resolve issues and achieve acceptable outcomes.

Procedure

- All customers and/or their family members and representatives are informed on admission about the process for lodging feedback.
- Our Feedback policy is promoted within our service. Copies of our policy and procedure can be provided on request or downloaded from our website.
- Feedback can be provided:
 - Via our Website
 - In person or verbally to a member of staff
 - in writing by email to feedback@countryhomeservices.org.au
 - by telephone on 1300 773 202
 - in writing by mail to Level 1, Chateau Building, Beckwith Park, 30-38 Barossa Valley Way, Nuriootpa SA 5355.
- In providing feedback you are encouraged:
 - to lodge the feedback in writing. This will assist with understanding the nature of the complaint and ensure that the facts provided are correct.
 - to seek assistance from aged care advocacy services in raising feedback.
- The feedback is to be referred to the Quality Officer for registration on the *Feedback Tracker*.
- If someone gives verbal feedback (compliment/complaint), they should be encouraged to complete a *Feedback Form* to facilitate the tracking of feedback by the service. Alternately, employees will use the form to record verbal feedback to facilitate tracking by the service and inform ongoing improvement activities.
- If feedback is minor and was addressed at the point of service, employees should record the issue and any actions taken in an email to the Quality Officer.
- Any employee may be approached to provide feedback (compliments, to raise a concern or make a complaint). Where an employee is not empowered to handle or resolve feedback on behalf of the service, they will refer the matter to the Quality Officer. Employees should assist with completing forms.
- Any feedback received by our service is to be registered on the *Feedback Tracker*, acknowledged, and investigated where required. Feedback on how the complaint was managed and resolved is provided once the feedback is closed.

ACCOUNTABILITIES:

- Employees are responsible for reporting feedback to the Quality Officer as they receive it.
- The Quality Officer is responsible for the management of the feedback process, and informing the relevant manager of any feedback received. The Manager will determine if further investigation is required.

- The Quality Officer is responsible for ensuring that feedback is entered into the *Feedback Tracker* to inform ongoing improvement activities within the service.
- The Quality & Risk Committee is responsible for analysing feedback trends for the purposes of informing ongoing improvement activities within the service.


CONFIDENTIALITY:

- All information regarding feedback will be kept confidential amongst the employees concerned with its resolution.
- Feedback documentation will be kept in a safe, secure place and accessible only to employees handling the matter.
- Feedback information will be forwarded to the Quality & Risk Committee as part of ongoing improvement activities within the service.
- Statistics on all types of feedback (e.g. compliments and complaints) will be recorded and used to inform ongoing improvement activities within the service. For this purpose, compliment and complaint information will be disseminated to the Quality & Risk committee. However, the identity of the person providing the feedback or persons named in the feedback will not be disclosed.

Feedback

1. Based on the complexity/urgency of the information provided, the employee receiving the feedback will initially determine if they can attend to the matter or if it should be forwarded to the Quality officer for further attention. The following criteria may assist in determination:
 - **MINOR** - Feedback where facts are clear and not disputed (for example an unreturned telephone call or a simple compliment) will be managed immediately by the most appropriate employee and documented as outlined in procedure.
 - **MAJOR** - A grievance, concern or complaint that presents as being multifaceted, complex or being urgent, and requires investigation is referred to the Quality Officer. It will then be assigned to the most appropriate Manager or CEO who will decide on the action to assist with a resolution. The Quality Officer may be requested to assist in an investigation.
 - Upon notification the Manager/CEO will acknowledge the feedback within 24 hours. Urgent feedback, where someone may be at risk, are to be responded to immediately.
 - It is the Managers/CEO's responsibility to keep all parties informed during the investigation/resolution process.
 - Feedback is not to be recorded in case notes but clearly documented as outlined in procedure and forwarded to Quality Officer.
 - When appropriate a reference can be made in case notes – **Complaint received and forwarded to Quality Officer for resolution as per Policy and Procedure.**

2. If the person is not satisfied with the outcomes determined by the CEO, the person is reminded of their right to access external advocacy services and complaints services.
3. The Quality Officer will –
 - Maintain a central log of all feedback, complaints and compliments received and the outcomes through the Feedback Tracker.
 - Monitor the timeframes for dealing with complaints
 - In conjunction with the Quality & Risk committee monitor improvements opportunities identified through feedback received
 - Confirm and assign the final minor or major classification (if required this may be in consultation with the CEO/Managers)
 - Ensure quality outcomes have been achieved and are evaluated against the Home Care Common Standards
 - Provide a bi-monthly summary to the Quality & Risk Committee and 6 monthly summary to the Board of Management
 - Summaries will include the number and type of feedback received and recommendations for improvements
 - Ensure all information relating to Feedback is stored securely

Signature: _____


Date: 31 / 07 / 2018

Chief Executive Officer

Related Standards & Legislation –

Standard 1 – 1.5 Continuous Improvement

1.6 Risk Management

Standard 3 – 3.1 Information Provision

3.2 Privacy and Confidentiality

3.3 Complaints and Service User Feedback

3.4 Advocacy

3.5 Independence

[Charter of Care Recipients' Rights and Responsibilities - Home Care](#)

[Feedback Form](#)

[Electronic Feedback Form](#)