

AL4. FEEDBACK AND COMPLAINTS

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Ability Links
Applies To:	Board, Management and Staff of all IAC Ability Links Services
Date:	August 2014 (Review August 2017)

Background and Purpose

The IAC's Ability Links policies articulate our aims, goals and philosophies in providing services for people with disability, their families and their carers. They explain how the Illawarra Aboriginal Corporation works with its staff, carers and other agencies to ensure that people with disability, their families and their carers are afforded the best and most appropriate care and that we meet all of the requirements of Family and Community Services - Ageing Disability and Home Care.

Principle

The Illawarra Aboriginal Corporation recognises and understands that positive, negative and informative feedback and complaints can help to improve service delivery

The IAC is committed to working with ADHC in an open and positive manner to ensure that our feedback and complaints system is timely and appropriate to the concerns of individuals, their families, carers, advocates, organisations, IAC staff and the community.

Our Commitment

The IAC will:

- actively support individuals, families, friends, carers and advocates to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences.
- clearly communicate to individuals, families, friends, carers and advocates our feedback mechanisms including complaints resolution, and how to access independent support, advice & representation.
- resolve complaints together with the individual, family, friends, carer or advocate in a proactive and timely manner
- seek and, in conjunction with individuals, families, friends, carers and advocates, review feedback on service provision and supports on a regular basis as part of continuous improvement
- develop a culture of continuous improvement using compliments, feedback and complaints to plan, deliver and review services for individuals and the community.
- effectively manage disputes

COMPLIANCE

This policy complies with:

- Disability Services Act 1993
- National Standards for Disability Services

REFERENCES

This policy should be read with:

- National Standards for Disability Services- Standard 4– Feedback and Complaints
- Community Care Common Standards - Standard 3 - Service User Rights and Responsibilities - 3.3 Complaints and Service User Feedback