

Feedback and Complaints

At a glance

- Who** This policy applies to all employees, agency staff, volunteers, customers, their families and other stakeholders; and members of the community.
- What** Sylvanvale will actively seek feedback from customers, their families and other stakeholders; and members of the community and encourage them to provide feedback as a source of ideas for improving service delivery, systems and processes.
- Why** Sylvanvale must have an in-house complaints management and resolution system, and support people to make a complaint. This is a condition of being a Registered NDIS Provider (for NDIS and COS supports and services) and for our registration as an Early Childhood Education and Care Service at Mikarie Child Care Centre.



- Sylvanvale Support Coordinators cannot directly enter feedback or complaints into the RiskMan system on behalf of a Customer
- The person making the complaint will be appropriately involved and kept informed of progress in the resolution of their complaint.
- A staff grievance is NOT a complaint. Refer to the **Grievance Resolution Policy** and **Grievance Resolution Procedure** for more information.

Policy

1.1 Policy statement

Feedback Management System (RiskMan)	<p>Sylvanvale has a feedback management system (RiskMan) where all feedback received is recorded to ensure it is investigated promptly, fairly, thoroughly and in a timely manner.</p> <p>All feedback (complaints, compliments and suggestions) will be recorded in RiskMan (<u>within</u> 24 hours).</p> <p>Complaints will be acknowledged (<u>within</u> 3 business days) and generally resolved (<u>within</u> 21 business days).</p> <p>Options are also available for review or escalation, e.g. internal review, external review or appeal.</p>
Service improvement	<p>All feedback is valued and can be used as an effective management tool to improve service quality and business processes.</p> <p>All Sylvanvale staff are required to demonstrate to the person providing feedback that their input is valued and will be used to improve the services being delivered.</p>
Staff training	<p>All Sylvanvale staff attend training on Feedback handling and lodgement into RiskMan.</p> <p>This is done on commencement with Sylvanvale as part of the on-boarding process and then refresher training is completed every 3 years.</p>
Support and Encouragement to Provide Feedback	<p>All Sylvanvale customers and their stakeholders will be supported and encouraged to provide feedback.</p> <p>They will be:</p> <ul style="list-style-type: none"> • Provided with information about the complaint handling process • Provided with multiple and accessible ways to provide feedback • Listened to, treated with respect by staff and kept involved in the resolution process • Kept informed of the progress including action taken, reasons for any decisions made and options for further review • Will not be threatened or subject to detrimental action or retribution • Reassured that the details of their complaint will be managed within the relevant privacy and confidentiality principles.
Accessibility to provide Feedback	<p>Information about how to provide feedback (including how to make a complaint) is made available in accessible, easy to understand format.</p> <p>Feedback and complaints can be lodged via the Sylvanvale website.</p> <p>With consent, anyone may represent a person wishing to give feedback or make a complaint (e.g. advocate, family member, legal</p>

 [How to give feedback to Sylvanvale – Easy read version](#)

or community representative, member of Parliament, another organisation) and we will communicate with their representative.

Service access



Your Feedback Booklet (Complaints, Compliments and Suggestions)

During the Customer on-boarding process, the Customer Experience team ensures that Customers and their stakeholders are informed of what they can expect from our services and how they can provide feedback and/or make a complaint and how their feedback and/or complaint will be managed.

New customers will be provided with a copy of the **Your Feedback Booklet (Complaints, Compliments and Suggestions)** as part of the on-boarding process.

Service delivery



Complaints Poster – Easy Read Version



How to give Feedback to Sylvanvale – Easy Read Version

The Site Manager is responsible for reinforcing the customer’s right to provide feedback and/or make a complaint as part of service delivery.

The **Complaints Poster – Easy Read Version** is displayed at each site and identifies who the customer should speak to if they would like to make a complaint.

The **How to give Feedback to Sylvanvale – Easy Read Version** is used to educate Customers and promote discussion in customer meetings which are held on a regular basis.

Anonymous complaints

Sylvanvale accepts anonymous complaints and will examine the issues raised where there is enough information provided to do so.

Privacy and Confidentiality

 [Privacy and Confidentiality Policy](#)

Complaints and all associated documents are to be treated as confidential.

The Privacy Officer is the point of contact for any concerns regarding Sylvanvale privacy practices or handling of personal and sensitive information. Refer to the **Privacy and Confidentiality Policy** for more information.

Complaints Management

All complaints received are recorded in RiskMan and allocated to the most appropriate department within Sylvanvale to ensure the correct and best resolution for the complainant is achieved.

If the complaint is deemed sensitive or involves the Manager/Site Manager it must be recorded in RiskMan by selecting the Division as Corporate Services and Location as Customer Experience. The Customer Experience Manager will immediately review the details and determine the appropriate next steps.

If the complaint is from the NDIS commission it must be recorded in RiskMan by selecting the Division as Corporate Services and Location as Investigations. The Investigations team will be responsible for reviewing and managing any complaint actions or outcomes.

Complaints oversight

The Customer Experience Manager will receive alerts for all feedback recorded in RiskMan and will provide oversight to ensure all complaints are **acknowledged (within 3 business days)** and **resolved (within 21 business days)**.

Early Resolution Where possible complaints will be resolved at first contact with Sylvanvale.

Sylvanvale Support Coordinators Sylvanvale Support Coordinators do not have access to directly enter feedback or complaints into the RiskMan system on behalf of a customer. They can only assist customers/families or carers with the process of lodging a complaint or providing feedback using the link on the Sylvanvale website.

1.2 Standards, laws and other contractual obligations

Standards	<ul style="list-style-type: none"> National Quality Framework for Early Childhood Education and Care Services NDIS Practice Standards, including Quality Indicators
Legislation or other requirements	<ul style="list-style-type: none"> <i>Children (Education and Care Services National Law Application) Act 2010 (NSW)</i> <i>National Disability Insurance Scheme Act 2013 (Cwlth)</i> <i>National Disability Insurance Scheme (Complaint Management and Resolution) Rules 2018 (Cwlth)</i> <i>National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 (Cwlth)</i> <i>National Disability Insurance Scheme (Quality Indicators) Guidelines 2018 (Cwlth)</i> <i>Privacy Act 1988 (Cwlth)</i>
Contractual obligations	<ul style="list-style-type: none"> NDIA Terms of Business for Registered Providers

1.3 Review, approval and document controls

Policy name	Feedback and Complaints Policy
Review frequency	Every 3 years
Person responsible	Matt Donnelly, Executive Corporate Experience
Approval	Leanne Fretten, Chief Executive Officer (CEO)

Review	Date approved	Approved by	Next review due
1	21/02/2019	Leanne Fretten, CEO	21/02/2022
2	20/04/2020	Leanne Fretten, CEO	19/04/2023