



# QUALITY SERVICE DELIVERY

## Client Records, Feedback and Complaints policy

Version Number: 1.1

Version Date: March 2018

Next Review: July 2020

### 1. Aim

This policy outlines Coast Community Connections Limited (CCCL) commitment to engaging with clients, how they will be engaged, and how information is recorded and managed. Seeking feedback from clients and dealing with complaints effectively ensures issues are resolved and allows CCCL to continually improve its services. This policy and procedures guide supports CCCL workers in managing information, gathering feedback from clients and responding appropriately and fairly to complaints and to appeals.

### 2. Scope

This policy applies to all workers of CCCL. A worker is any person employed, contracted or volunteering at CCCL.

### 3. Policy

#### 3.1. Client Records

- 3.1.1. Complete and accurate client records are a critical foundation in the provision of appropriate care and support. CCCL is committed to ensuring the content and use of client records supports best practice in care and support, enabling effective service delivery, contributing to autonomy and safety, informing efficient resource management, quality improvement, service planning, strategic planning, and ensuring that risks are identified and controlled.
- 3.1.2. Each client will be allocated a unique identifier. CCCL has systems in place to ensure the identifier will be allocated to one individual only and will not be a healthcare or other identifier provided by a government agency.
- 3.1.3. CCCL establish procedures and internal file audit processes to ensure accuracy, completeness, security and confidentiality of client records.
- 3.1.4. Care plans, communication books or files containing progress notes may be left in a client's home to aid communication between service providers supporting the client. These notes are the property of CCC and must comply with the standards of record keeping outlined in this and other relevant policies.

#### 3.2. Client Feedback

- 3.2.1. CCCL values the opinions of community members, particularly those who use our services. Feedback is an important mechanism for the active engagement and participation of clients leading to open and honest communication, and insight into the experience and needs of clients. Feedback assists CCCL in continually improving to deliver effective services.
- 3.2.2. Information about CCCL's service models, service standards, user rights, and vision and values are made widely available, so that clients can measure CCCL's performance against these as the basis of feedback.

- 3.2.3. Clients will be provided with a feedback form at the commencement of service delivery or Service Contract negotiation, and at the end of service delivery. The process and purpose will be explained to encourage the client to provide feedback.
- 3.2.4 A survey of all current clients will be conducted each annually. This may be conducted by an external agency to obtain an objective view and provide advice on survey methodology.
- 3.2.5. Opportunity to provide feedback through the CCCL website is available at all times.

### **3.3. Client Complaints**

- 3.3.1. Complaint processes provide clients a way to express any dissatisfaction with the service they received, and have the matter dealt with quickly and effectively.
- 3.3.2. CCCL is committed to facilitating the right of clients to make a complaint about our programs or services, the service they have received from employees, to appeal a decision we have made that directly concerns them, and to ensuring that their complaint or appeal is fairly assessed and responded to promptly.
- 3.3.3. Complaints will be taken seriously and managed in an accountable and transparent way following the steps of receipt and recording, assessment, action, outcomes and continuous improvement.
- 3.3.4. Clients and workers will have access to information about the complaints management process and will be informed of avenues for review if they are not satisfied with the outcome of a complaint.
- 3.3.5. When a client provides a CCCL employee with a complaint (written or verbal) the employee must notify their Team Leader or General Manager. If the problem is deemed as low risk, the General Manager will support the Team Leader to respond. All complaints and outcomes must be provided to the CEO in a timely manner as per the Delegations and Authorisations Policy.

### **Related Documents**

Privacy Policy

Confidentiality Policy

Stakeholder Engagement Policy

Document Management through EnableHR

Risk Management Policy

Delegations and Authorisations Policy

