

STANDARD OPERATING PROCEDURE

Name	Complaints and Feedback Policy
Revision Number	2
Implementation date	21/10/2022
Last review date	21/10/2023
Approver	Kristen Wilson

Overview	KitKen Cares PTY LTD welcomes feedback and complaints and views these as opportunities for improving the quality and care and services it delivers. KitKen Cares PTY LTD is committed to ensuring that each Participant and their representative has knowledge of, and access to, the complaints management process.
Purpose	KitKen Cares PTY LTD will: • Ensure that any of KitKen Cares PTY LTD Participants, families, carers, advocates, statutory bodies, government agencies, stakeholders, workers, or any other person may make a complaint to, or about KitKen Cares PTY LTD, its practitioners, employees, contractors, volunteers and other workers. • KitKen Cares PTY LTD understand they can provide feedback including complaints and that these will be managed without negative impacts on them as Participants or employees. • Monitor trends of feedback and complaints process and use feedback for ongoing continuous improvement. • Monitor the effectiveness of the feedback and complaints process.
Roles and Responsibilities	The Management at KitKen Cares PTY LTD will: • Ensure that all people associated with KitKen Cares PTY LTD are free and are supported to provide feedback and/or complaints about any activities provided by KitKen Cares PTY LTD.

	• Respond to feedback and manage complaints efficiently in accordance with the Feedback and Complaints Procedure. • Identify any required actions to address complaints to improve the care and service provided by KitKen Cares PTY LTD • Monitor trends in feedback and complaints and the management of complaints process and take a proactive approach to ongoing continuous improvement. The workers at KitKen Cares PTY LTD will: • Ensure that all people associated with KitKen Cares PTY LTD are supported to provide feedback and/or complaints about any activities provided by KitKen Cares PTY LTD without negative impacts on the care and services provided to them. • Respond to feedback and complaints efficiently in accordance with the Feedback and Complaints Procedure. • Implement any actions to address complaints to improve the care and service provided by KitKen Cares PTY LTD.
Definitions	• Key Management Personnel means key management personnel, as defined in the organisational chart, involved in KitKen Cares PTY LTD. • Participant means a person involved in activities of KitKen Cares PTY LTD • Director oversees Management and manages the affairs of KitKen Cares PTY LTD. • Principal means the owner of Management or their delegate of KitKen Cares PTY LTD • Worker means a person employed on a permanent, fixed term or casual contract. It also includes any contractors or volunteers employed by KitKen Cares PTY LTD and includes the principal. • Complaint is an expression of dissatisfaction with a support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected. • Complaint Manager means KitKen CARES Director who is allocated to manage the complaint process. • Complaints Process means the process followed for managing complaints. • Complainant is an employee, Participant, advocate, entity, member of the public or other person who expresses their

	discontent about KitKen Cares PTY LTD to either the organisation or an external body. • External Complaint Manager means a person external to the organization that is employed to manage complaints. • NDIS Commissioner Complaints Website means https://www.ndiscommission.gov.au/about/complaints.
Scope of this Policy	This Policy applies to the Management of KitKen CARES PTY LTD and its workers, contractors, and volunteers.
NDIS Practice Standards	In maintaining and managing a quality organisation this policy relates to the following Practice Standards as outlined in https://www.ndiscommission.gov.au/document/986 Standards 1, 2 & 3 • Standard 1 Rights and Responsibilities • Standard 2 Provider Governance and Operational Management • Standard 3 Provision of Supports.
Other Relevant Documentation and Legislation	This policy is relevant to all States and Territories Australia wide and is to be read in conjunction with the legislation listed in the Legislation register and other policies and procedures as mentioned. https://www.legislation.gov.au/Details/F2018L00629 Home - Commonwealth Ombudsman Homepage NDIS Quality and Safeguards Commission (ndiscommission.gov.au)
Procedures	A Complaint Manager, Incident Manager or external investigator is the person nominated to investigate a complaint. More than one person may manage the complaint to avoid the appearance of bias or manage conflict of interest issues. In this role they are to abide by the following procedural fairness steps:

	• Identify whether the complaint or relevant information was provided on a confidential basis. If so, consider how confidentiality can be maintained for all parties. • Where confidentiality may be difficult to maintain, consult with the person/people who made the complaint or provided relevant information to notify them that confidentiality cannot be assured and seek their input into how they want the complaint to be addressed. • Decide on a suitable process to manage the complaint. • Investigate the complaint using the principles of procedural fairness. • Where the complaint relates to a worker, notify them of the allegations and relevant details (e.g. what they are alleged to have done or forgotten to do, when the incident occurred, and of the information that supports the allegation. It is not necessary to identify who made the allegation, this may be inevitable in providing other details. • Inform the worker how the complaint is to be investigated, including who is conducting the investigation, how long it is expected to take, and how the investigation will be reported. Reassure the worker that the overall process will be conducted fairly and without prejudice. • Consider whether any decision to impose a sanction. Where this is the case, a separate person should be appointed to undertake this to avoid prejudgment or prejudice. • In line with the Human Resources Policy and Procedure inform the worker of any potential sanction that may be imposed. • In line with the Human Resources Policy and Procedure allow the worker to respond to the allegations. • Allow the worker to choose how they will respond. For example, face-to-face interview, written submission, or a meeting at which the worker is accompanied by a support and who that may be. • Give the worker a reasonable opportunity to respond to the allegation(s) against the worker and possible sanctions. • Inform the worker in writing of the decision that has been made following the investigation and allow them the opportunity to follow up. • Where a sanction is inflicted on a worker detail the nature of the sanction and the appeals process.
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	Information provided in a complaint is kept confidential, and only disclosed if the disclosure is: • Required by law. • Is otherwise appropriate in the circumstances. Procedural fairness principles recognise that protection of identity and confidentiality are important elements of effective complaint handling and dispute resolution. This must be balanced against the obligation to provide procedural fairness to a person whose interests may be adversely affected by an administrative action, particularly if a sanction may be imposed on a person as part of the resolution of a complaint or allegation. This means that the obligation to provide procedural fairness may override – in whole or in part - the obligation to maintain confidentiality, depending on the circumstances.
Policy Review	KitKen Cares PTY LTD may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year. All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback. All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback. By signing this document, I acknowledge that I have read and understood this Policy and Procedure. I need to comply with this policy and procedure, and that KitKen Cares PTY LTD can change or update the policy at any time.

References

- Human Resources Policy and Procedure
- Feedback and Complaints Form
- Feedback and Complaints Summary
- Feedback Compliments and Complaints Register
- Feedback and Complaints Criteria for Complaint Manager or Incident Manager

Approval signature	
Name	Kristen Wilson
Position	Director
Signature	
Date approved	21/10/2023