



# Complaints and Feedback Policy

## Primary Responsibility

The complaints and feedback policy, provides clients and the community, with an avenue to raise concerns in a safe environment, that is at an intellectual and culturally relevant level. The complaints and feedback policy is applicable to all services provided by Real Therapy Solutions. The policy does not apply to disputes referred for resolution outside the company or for employment-related disputes.

## Objective

To ensure the clients of Real Therapy Solutions are: aware of their rights to make a complaint; are provided with the necessary information and support to make a complaint; are treated fairly throughout the complaints procedure and are kept informed throughout the complaint handling process. All staff at Real Therapy Solutions will be trained in complaints handling according to the policy and procedures.

To achieve this:

1. clients will be informed of their right to make a complaint in the "welcome pack", on the Real Therapy Solutions website and in reception areas. Complaint procedures will be communicated in meaningful and culturally relevant formats. Where appropriate, clients will be provided with a safe environment in which to make their complaint and are encouraged to access an advocate to assist them in the complaints process; where required.
2. Real Therapy Solutions will seek client feedback by conducting client surveys annually. Complaints and/or suggestions for improvement will be followed up in accordance with the complaints procedure.
3. Social Media will be monitored, and complaints made through this avenue will be addressed following the complaints procedure.
4. clients will be informed of their right to complain to the NDIA or an appropriate regulatory body where appropriate.
5. Real Therapy Solutions will ensure all staff receive training in how to manage a complaint and feedback on how they managed the complaint process.

## Rights and responsibilities

Feedback identified as a complaint should be recorded on the appropriate form and provided to the Clinic Manager to be addressed.

Feedback obtained, either formally or informally, will be shared and discussed at team meetings. Changes to policies and procedures, as a result of a complaint will be communicated to both clients and employees.

**The rights and responsibilities of parties involved in the complaints and feedback process are outlined**

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**below:**

**Rights of the client providing feedback or making a complaint:**

- Confidentiality.
- A safe environment in which to make the complaint
- Access to an external advocate to assist with making complaints or providing feedback.
- Be informed that their complaint will be addressed free of negative consequences or retribution.
- Be treated with courtesy and respect.
- Be provided with clear explanation of the complaint process and the relevant support to participate in the process.
- have their complaint addressed in a timely manner and receive feedback about the progress of their complaint.
- Opportunity to seek external advice if the outcome is not to their satisfaction. Real Therapy Solutions will provide information in regards to the relevant external agencies to access; where required.

**Responsibility of the client providing feedback:**

- Treat the agency staff with respect.
- Make timely contact with the company when providing feedback.
- Provide their correct contact details so the company can respond to their feedback.
- Clearly identify the observation, complaint or suggestion following the complaints and feedback policy.

**Responsibility of the Clinic Manager:**

- Promote awareness of the feedback process and foster a “no blame” culture.
- Implement systems to regularly monitor and review the feedback and complaint process to ensure that it is accessible and meaningful to both the clients and the staff.
- Ensure complaint procedures are available in meaningful and culturally appropriate ways.
- Where possible, investigate the validity of any complaint and provide opportunity for all parties to state their understanding of the situation/event; providing support where required.
- Be neutral and objective at all times.
- Where possible, ensure that action is taken to resolve a complaint in a timely manner.
- Ensure changes to policies and procedures as the result of a complaint are communicated to staff and clients; where appropriate.
- Seek client feedback on the effectiveness of the complaints procedure.
- Manage clients’ expectations in relation to what the feedback process can and cannot deliver. Where the client disengages or cannot be contacted for more than 30 days, take action to address the cause of the complaint.
- Where necessary, refer any unresolved complaint to an external agent with accurate and relevant data.

## **Procedure**

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## STEP

1. Complaints procedure and forms are to be easily accessible within reception areas and on the Real Therapy Solutions website for parents and staff.
2. When a parent/child/client raises a complaint verbally to a staff member, staff are to listen to the complaint and recommend they complete a written complaint. Staff to provide them with a form and a safe environment in which to complete the form [Complaints Form](#)
3. If the person is uncomfortable completing the form, the staff member may offer support to scribe the complaint on their behalf. Clients may choose an external advocate to assist with making complaints or providing feedback.
4. If the client makes an informal complaint with the staff member directly, staff need to acknowledge the complainant's feelings and concerns, before engaging in a conversation to resolve the issue. If the client feels the matter is unresolved, the staff member needs to refer the client to the complaints and feedback policy to seek resolution; this will be completed by the clinic manager.
5. All formal complaints are to be scanned and emailed to the Clinic Manager and flagged as urgent. The clinic manager will directly liaise with the complainant and will keep them informed about the progress of their complaint until a resolution is developed and communicated to the client.
6. The clinic manager will follow up the complaint and seek feedback on the complaints process.
7. Clients will be informed that they are able to make a complaint to the appropriate Regulatory Boards for each profession or NDIA as required

## IMPORTANT CONTACT DETAILS

NSW Ombudsman - Level 24, 580 George Street Sydney PH 9286 1000.

Commonwealth Ombudsman - Ph 1300 362 072

National Disability Insurance Agency - 1800 800 110.;

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