

Customer Feedback Management Indigo Board Policy

Document No: IDG-BRD-POL-072

Published Date: 05/05/2022

Scope

Entity	Service	Applicable to
Indigo Australasia	All departments	All employees and volunteers
Exclusions: None		

1. POLICY STATEMENT

Indigo Australasia Incorporated (Indigo) regularly seeks input and feedback, via a range of mechanisms, from customers, carers, the workforce, and others and uses the input and feedback to inform continuous improvement. Feedback is strongly encouraged and actively sought and when received is acknowledged, respected and well-managed. Feedback includes:

- Complaints which include expressions of dissatisfaction by, or on behalf of, an individual regarding an aspect of the organisation;
- Compliments which include an expression of satisfaction and/or gratitude, by or on behalf of, an individual or organisation; and
- Suggestions which include ideas put forward for improvement of services, for consideration.

2. AUTHORITY

Adopted by Indigo Board on Wednesday, 28 October 2020.

3. PURPOSE AND BACKGROUND

Feedback, either compliments, complaints, or suggestions for improvement from customers, carers, employees, and others provide vital data, both positive and negative, about the organisation's systems and processes and its provision of services.

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The information provided is used to drive meaningful and necessary quality improvement, whilst also identifying what the organisation and staff do well.

The organisation provides opportunities for feedback through provision of a feedback form for all new clients, with details of the process provided in a welcome pack. Feedback can also be lodged via the website or verbally.

All feedback received is registered on the organisation's electronic feedback system.

Staff are made aware of the processes for feedback management during their orientation.

The process of complaints lodging, and investigation is tied into the incident management system within the organisation's integrated risk management framework and clinical governance framework.

The feedback management process is monitored and audited by the Quality Risk Professional. Trend reports on feedback are provided monthly to the Management team, the Quality Care Advisory Body (QCAB), and on a six monthly basis to the Board. Risks identified are escalated to the organisation's risk register and mitigated as they arise.

4. RELATED DOCUMENTS

RELEVANT LEGISLATIVE CONTEXT OR AUTHORITY

- Aged Care Quality Standards – Standard 6 Feedback and Complaints
- NDIS Practice Standards and Quality Indicators – Feedback and Complaints Management
- NDIS Code of Conduct
- Health and Disability Services (Complaints) Act 1995
- Health and Disability (Complaints) Regulations 2010
- Aged Care Act 1997 (Cth) Schedule 2: User Rights Principles 2014
- Carers Recognition Act 2004
- Charter of Aged Care Rights 2019
- Civil Liability Act 2002
- Privacy Act 1988
- Complaints Principle 2015
- Quality Agency Reporting Principles 2013
- Accountability Principles 2014
- User Rights Principles 2014
- Australian Privacy Principles 2014
- Funder and contract requirements

RELATED INDIGO POLICIES

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- Risk Management Indigo Board Policy
- Safeguarding Customer Indigo Board Policy
- Whistleblower Policy
- Consent Guideline
- Customer Feedback Management Guideline
- Diversity Guideline
- Elder Abuse Prevention Guideline
- NDIS Code of Conduct Guideline
- Open Disclosure Guideline
- Serious Incident Reporting Guideline
- CRM Feedback, Hazard, Incident, or Improvement Work Instruction

5. GUIDELINES

The process of feedback management is described in the *Customer Feedback Management Guideline*.

6. GOVERNANCE

Date Created: August 2018	Date Endorsed: 27 April 2022	Next Review Date: April 2024
Date Reviewed: 1 April 2022	Reviewed By: Indigo Board	Approved By: Indigo Board
Comment:		