

Mpower Group Organisational Policy

QUALITY AND RISK

Feedback (Complaints and Compliments) Policy

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Version Control		
Version	Date Approved	Date for Review
1 (supersedes policy 1.14)	03/08/2022	03/08/2025
2	30/4/2024	30/4/2027

1. Purpose

Mpower Group is committed to ensuring that any person or organisation using its services or affected by its operations has the right to provide feedback, make compliments or complaints about services, or to appeal a decision made by the organisation.

This policy works to ensure that its service users and others can provide feedback, either as a complaint or compliment, make these without reprisal and have confidence they will be managed transparently and addressed in ways that ensure access and equity, fairness, accountability, and continuous improvement.

This policy is designed to ensure that Mpower Group fully complies with all relevant legislative, funding, and service delivery requirements.

2. Scope

This policy applies to any person or organisation using a Mpower Group service or affected by its operations.

*This policy does **not** apply to internal employee feedback or grievances, employees should refer to Employee Feedback (Compliments & Complaints) Policy.*

3. Policy Context

Standards, Guidelines Acts, Federal and Victorian	<ul style="list-style-type: none"> • ISO 9001:2015 Standards • Australian Human Rights Commission Act 1986 • Child Safe Standards 2022 • Health and Human Services Standards 2015 • National Disability Insurance Scheme Act 2013 • National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 • NDIS Code of Conduct • National Disability Insurance Scheme (Procedural Fairness) Guidelines 2018. • NDIS Quality and Safeguards Commission Rules • NDIS Quality Indicators 2021 • Education and Care Services National Law Act 2010 • Education and Care Services National Regulations 2011 • Charter of Human Rights and Responsibilities Act 2006 • Children, Youth and Families Act 2005 • Equal Opportunity Act 2010 • Information Privacy Act 2000
Organisation policies	<ul style="list-style-type: none"> • 1.02 Code of Conduct • 6.02 Child Safety and Wellbeing Policy • 1.05 Whistleblowing Policy • 6.07 Zero Tolerance Policy • 5.11 Employee Feedback & Grievance Policy
Forms, record keeping, other documents	<ul style="list-style-type: none"> • 2.02.01 Feedback (Compliments and Complaints) Procedures • Feedback (Compliments and Complaints) Registers • Incident Management Systems • Mpower Group Websites • Mpower Group Risk Registers

4. Policy Statement

- 4.1 **Transparency and Collaboration:** Promoting a culture of transparency and collaboration that encourages open and honest communication. We actively encourage and support all participants, along with their families, carers, and advocates, to voice any concerns they may have regarding our services or our organisation and will encourage the input of participants and their families, carers, and advocates (as is reasonable) into the resolution of any concerns.
- 4.1 **Fairness and Impartiality:** Treat all feedback seriously and impartially, regardless of the nature or source of the feedback. Ensuring that if feedback is a complaint, that a complainant is not disadvantaged in any way or prevented from receiving current or future supports and services.
- 4.2 **Accessibility:** Ensure this policy is accessible to all stakeholders, including participants, parents, guardians, employees, and children (where appropriate), along with relevant

	<p>procedures on how feedback can be lodged, the process, timelines, and expected outcomes, and how to escalate their complaint externally if they choose. Ensure access to the feedback process for children and young people is available by developing and maintaining appropriate age and child friendly resources about feedback and for indicating how they feel.</p>
4.3	<p>External Reporting: Report all required incidents to relevant reporting bodies within required timeframes and provide appropriate support and assistance in contacting an external body in relation to a complaint if required.</p>
4.4	<p>Timely Response and Communication: Acknowledge receipt of feedback promptly and provide regular updates on the progress of feedback provided. Aim to resolve complaints within a reasonable timeframe and communicate outcomes clearly and effectively.</p>
4.5	<p>Documentation and Record-Keeping: Maintain records of feedback received in a Feedback Register including details of the feedback, actions taken to investigate and resolve a complaint, and any outcomes or decisions made.</p>
4.6	<p>Participant-Centred Approach: Prioritising the best interests of the child, young person all all persons accessing services, in handling feedback, ensuring that their safety, well-being, and rights are paramount. Taking appropriate measures to protect children from harm and ensure their voices are heard in the feedback process, considering their age and developmental stage.</p>
4.7	<p>Training and Support: Ensure employees are adequately trained in handling feedback effectively, and in understanding relevant policies and procedures. Provide ongoing support and resources to employees involved in the feedback resolution process.</p>
4.8	<p>Continuous Improvement: Use feedback as an opportunity for learning and improvement. Regularly review and evaluate the effectiveness of the feedback process, adjusting as necessary to enhance transparency, accountability, and stakeholder satisfaction.</p>

5. Responsibilities and Delegations	
Compliance Oversight	Mpower Management Group
Policy approval	Quality of Practice Committee

5. Definitions (in the context of this policy)	
Feedback	Feedback is information or reactions provided in response to a particular action, behaviour, performance, or service. It can be verbal or written.
Complaint	An expression of dissatisfaction made to or about an organisation regarding its staff, services or products that warrants response or resolution.
Compliment	A compliment is a form of positive feedback or expression of admiration, appreciation, or praise given to someone for their actions, qualities, or achievements.
Feedback Register	A digital spreadsheet where Feedback is reviewed by the Executive, Leadership Group and Quality and Risk Committee at regular intervals.

Continuous Improvement	Continuous improvement is an ongoing effort to enhance services, processes, or practices incrementally over time. It involves regularly reviewing and analysing current methods, identifying areas for improvement, implementing changes, and monitoring the results to achieve greater efficiency, effectiveness, quality, or customer satisfaction.
External Body in relation to a complaint	Includes all legislative and funding bodies relative to Mpower's programs and services.
Mpower Group	Includes both Mpower Inc and Mpower Community entities.
Quality of Practice Committee	Mpower's Quality of Practice Committee is dedicated to enhancing the quality of Mpower's services for great client and community outcomes and comprises of the Executive Management and Management Teams.
Participant	An individual who is registered for and/or enrolled in Mpower Group's programs and actively participates in, or benefits from, the services offered.

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