

## **Purpose**

This Policy and Procedure are intended to provide workers and participants information on how they can provide feedback, compliments, and complaints about any aspect surrounding Collective Pathways.

The purpose of this Policy and Procedure is to ensure all workers of Collective Pathways understand and acknowledge what is expected of them when delivering services of care. Workers should aim to adhere to and enforce the rights and responsibilities of the participants.

This ensures the operations implemented within Collective Pathways' framework reflect the best interests of the participant. In addition to this, this Policy aims to ensure all workers have adequate knowledge, skills and resources to manage feedback, complaints and compliments effectively.

## **Scope**

The discussion will have to be determined in the most appropriate method to address or respond to any feedback, compliments, and complaints. For any issue that arises from a Collective Pathways worker, however, it will be the responsibility of the Owner/CEO/Director or Management to conform to a solution strategy.

If required, Collective Pathways may refer to the Disputes and Grievances Policy and Procedure for further assistance. This Policy and Procedure extends to all employees and meets relevant laws, regulations, and standards.

## **Definitions**

- Grievance: A complaint or a strong feeling that you have been treated unfairly.
- Complaint: A statement that something is unsatisfactory or unacceptable. In this policy, a complaint will be identified as a minor issue that can be settled promptly and will not involve a detailed investigation.
- Compliment: A polite expression of praise or admiration.
- Feedback: Information about reactions to a product, a person's performance of a task, etc., used as a basis for improvement.
- Procedural Fairness: The idea of fairness in the processes that resolve disputes and allocate resources.

## **Responsibilities - Owner/CEO/Director**

- Primary accountability for this Policy and Procedure
- Performing internal/external audits
- Internal reviews
- External audit schedule

## **Responsibilities - Management**

- Implement training for this Policy and Procedure.

- Undertake performance reviews annually.
- Recognise future needs.
- Review the efficiency of Collective Pathways.
- Ensure privacy and confidentiality are always upheld.
- Promote acknowledgement of all complaints quickly (within 1 working day).
- Ensure consultation with participants regarding acknowledgement and desired outcome if named.
- Respect anonymous complaint or feedback forms and conduct Management in the same manner as a named form.
- Respond to participants with a clear outcome or decision.
- Implement any Correct Action Requests if required.
- Conduct a thorough internal assessment or review should any systemic issues arise.
- Prioritise complaint form resolution in lieu of harm and risk reduction.
- Begin the resolution pathway or be nominated to another personnel.
- Investigate any issues brought forth.
- Review alteration in service provision or care.
- Praise workers or Management when positive feedback is provided.

### **Responsibilities - Workers**

- Record feedback, complaints, or compliments.
- Receive constructive criticism where required.
- Observe and monitor overall operation as well as personal operation.
- Remain honest and truthful when completing a complaint form, survey, or feedback form.
- Encourage participants to complete a complaint form or feedback form when required.
- Provide any personnel wishing to complete a form with the correct and most up-to-date document at Collective Pathways.
- Ensure full endorsement when corrective actions are put into place.
- Ensure privacy and confidentiality are always upheld.
- Maintain respect for all persons filing a complaint or feedback.
- If the worker receives the form, pass it on to Collective Pathways' Owner/CEO/Director in an appropriate and timely manner.