

Client Complaints, Feedback and Concerns Policy & Procedure

Policy purpose and background

Morris Fox welcomes all forms of feedback, whether they be positive or negative, and all information provided is evaluated to inform Morris Fox's continuous improvement processes. This step by step guide is here to assist you in making sure your feedback and/or complaints are received. Morris Fox will ensure that all complaints are treated sensitively, impartially, and confidentially.

Definition of Terms

Feedback/Informal Complaints/Concerns: issues that you want to raise with Morris Fox and may require resolution between parties involved or may be provided as feedback only. Informal complaints, concerns and/or feedback can be provided directly to the member of staff involved, or their direct superior, or lodged via the Feedback and Complaints page on the Morris Fox website.

Formal Complaint: a serious issue that requires attention and resolution external to the parties involved. All formal complaints will be investigated by Morris Fox management.

Scope and Policy Content

The Client Complaints, Concerns and Feedback policy and procedure applies to all clients of Morris Fox. The policy and procedure is intended to ensure that there is a consistent approach for recording, processing and responding to complaints, and to also ensure that clients of all abilities are not adversely affected by making a complaint. Morris Fox promotes a positive complaints culture that supports all complainants to resolve their issues, and Morris Fox is committed to treating each complainant, regardless of their abilities, with integrity, sensitivity, impartiality and respect, and without discrimination.

Complaints, concerns and feedback can be received in person, by phone, by email or via the Morris Fox website Feedback and Complaints page. Morris Fox treats complaint confidentiality with the utmost seriousness. Responses from the Feedback and Complaints page is only accessible by senior Morris Fox staff members and the internal complaints register is locked against access or editing by unauthorised persons to protect confidentiality.

Serious complaints (e.g. that do/may reflect legal issues/criminal activity, serious ethical issues related to staff behaviour) may be referred to an external party such as the police.

Step 1: Providing Feedback, Raising Concerns, or Making an Informal Complaint

Clients are encouraged to raise concerns and resolve complaints informally where possible by talking to the relevant staff member/s and/or their manager. Concerns and informal complaints can often be resolved quickly and efficiently this way. If you do not feel comfortable speaking directly to the staff member you may have a direct concern with, you can lodge a complaint by filling out the complaints form available on our website, from our help email and in your welcome package. It is preferable that concerns are raised as close to the event as possible.

Feedback/Concerns/Informal Complaints can also be lodged via the Feedback and Complaints page on the website. This can be done can be done anonymously if you do not require a response.

Step 2: Lodging a Formal Complaint

Clients can lodge a formal complaint through the Client Complaint Form that is available via the Feedback and Complaints page on the Morris Fox website. Formal complaints can be made anonymously.

As an alternative to using the website clients may lodge a formal complaint:

- By completing the form provided in their induction pack and sending via email to quality assurance team via complaints@morrisfox.com.au, or mailing to Morris Fox – Complaints, 43 James St, Northcote, 3070; or
- Verbally over the phone with the Morris Fox quality assurance officer or the Director, who will lodge the form internally.

Step 3: Resolving Complaints

Morris Fox focusses on solving the problem first and foremost, and is not in the business of assigning blame. All Morris Fox staff member involved in resolving the complaint are committed to objectivity and integrity. All complaints are recorded by a senior Morris Fox staff member in the Client Complaints Register. The Register documents the type of complaint, categorises the seriousness of the complaint, and documents the decision-making process by senior staff to determine the most appropriate response to the complaint. This process may include a meeting of staff to determine the responsibility of the Morris Fox team, a meeting with the complainant with their consent to determine how they would like Morris Fox to respond, and any further consultations with the complainant as necessary to resolve the matter. Law enforcement, legal advisors and external mediators may be brought in by Morris Fox or the complainant for serious formal complaints as either party deems necessary.

External Agencies

In some circumstances clients may wish to take a complaint to an independent complaints handling body. See details below:

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| Disability Services Commissioner | Telephone: 1800 677 342 Email: complaints@odsc.vic.gov.au Website: odsc.vic.gov.au |
| Ombudsman Victoria | Telephone: 1800 806 314 Website: ombudsman.vic.gov.au |
| Consumer Affairs Victoria | Telephone: 1300 55 81 81 Website: consumer.vic.gov.au |
| Commonwealth Ombudsman | Telephone: 1300 362 072 Email: ombudsman@ombudsman.gov.au Website: ombudsman.gov.au |

CLIENT COMPLAINT FORM

Complainant details

1. Name of person lodging complaint:

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Phone number/Email:

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2. Are you i) A client? YES / NO, or ii) A client representative, parent or guardian? YES / NO

3. If lodging on behalf of a Morris Fox client please provide the client's name:

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4. Client's NDIS number:

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5. Do you wish to remain anonymous to the parties involved: YES / NO

(Note. Please leave the complainant details section blank if you wish to remain anonymous. All complaints are treated confidentially).

Complaint details

If this complaint involves allegations of abuse or threats, verbal or physical, please contact the Morris Fox quality assurance officer or their manager immediately (via email complaints@morrisfox.com.au or phone 0435 262 121) so an action plan can be instigated as soon as possible. Our primary concern is for the safety of all clients and employees.

Date of event: __/__/__ (if known): Time of event: AM / PM (if known):

Name and role of person/parties involved (if known):

1)

2)

3)

Please provide a detailed explanation of your complaint below:

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(Note. please add an additional page if you need more space)

Office use only.

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| Date complaint received: | __ / __ / __ |
| Complaint resolved: | Y / N |
| Complainant/client contact details provided: | Y / N |
| Response provided to complainant: | Y / N Date: __ / __ / __ |
| Details included in annual report for Disability Services Commissioner: | Y / N |