

Toolbox Talk.

Compliment, Complaint, Feedback & Grievance Management

Definition of compliments, complaints, feedback, or grievance

Compliments - are expressions of praise, encouragement or gratitude about services funded, contracted, regulated, or provided.

Complaint – is an expression of dissatisfaction with a support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected.

Feedback – is information about reactions to a product, a person's performance of a task, etc. which is used as a basis for improvement. Feedback can be positive or neglect reaction

Non-Reportable – An event or incident that has occurred to a client, employee, contractor, or visitor where the employer is not required to legally report to the authorities within mandatory timeframes.

Reportable - An event or incident that has occurred to a client, employee, contractor, or visitor where the employer is legally required to report to the authorities within mandatory timeframes.

Grievance - Any type of problem, concern or issue about work or the work situation brought by employees, students and/or volunteers

Who can make a compliment, complaint, feedback, or grievance?

- A client or anyone receiving services
- A client representative receiving services
- An organisation, supplier, or business partner supplying goods or services
- Anyone who donates money or goods
- A member or volunteer; and those who are in paid employment

Types of compliments, complaint, feedback or grievance?

- Conduct of any employee, member, or volunteer.
- Internal complaints, grievances or other issues raised by employees, volunteers, or members.
- Provision, capture, use or storage of information.
- The way in which activities are conducted.
- Quality of service, communications, or treatment

- Access to or promptness of service; or policies or procedures.

Ways to receive a compliment, complaint, feedback, or grievance.

- Verbally
- Written

Who can receive a compliment, complaint, feedback, or grievance?

All employees. If employees identify that a compliment, complaint, feedback, or grievance has been conveyed to them by another person, it is their responsibility to follow the process.

Where can a compliment, complaint, feedback, or grievance be lodged?

Internally

- Respectfully with the person
- Line Manager or Management Team
- Service Provider or Human Resource

Externally

- NDIS Commission
- Advocacy organisation
- Other relevant organisations/authorities

Compliment, complaint, feedback, or grievance process?

- Compliment, complaint, feedback or grievance identified and conveyed to an employee by another person.
- Employee must acknowledge the complaint, feedback or grievance and reassure the person of the process
- Compliments – Employee emails the Line Manager by end of shift.
- Complaint, feedback, or grievance – Employee calls the Line Manager or delegate, completes relevant documentation and emails Line Manager immediately. An employee also waits for further instructions.
- Manager will conduct an immediate investigation and action on any outcomes.
- Manager will communicate & authority report with all relevant parties
- Manager will monitor & review complaints, feedback, or grievance.

- Manager will document, report & store all relevant information.