



# Client Feedback Management - ILA

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## 1. Purpose

ILA Australasia Incorporated (ILA) is committed to actively seeking input and feedback, both positive and negative from clients, staff and other stakeholders and uses this information to continuously improve its services. This policy provides guidance on how feedback is received, managed, investigated and acted upon when necessary.

## 2. Scope

This policy applies to all ILA services.

## 3. Policy Statement

Feedback, either compliments, complaints, or suggestions for improvement provides vital information, both positive and negative, about ILA's provision of services and is used to continually improve the organisation's systems and processes.

Feedback is strongly encouraged and when received is acknowledged, respected and well-managed. Clients, staff and stakeholders can provide feedback without fear of reprisal and all concerns will be managed in a way that ensures access and equity, fairness and accountability.

ILA provides opportunities for feedback through the provision of a feedback form or completing client surveys. Alternatively, feedback can be lodged verbally, via the website or by email.

## 4. Principles

ILA will:

- foster a service culture that encourages open and honest communication;
- inform clients about the standard of service they can expect;
- protect the right of clients and stakeholders to provide feedback and to make complaints about service delivery;
- encourage and make it easy for people to provide feedback;
- provide anonymity if requested to people providing feedback; and
- record and analyse information arising from feedback and use it to improve services.

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 induction and refresher training is scheduled annually on how to enter feedback and complaints into our feedback/hazard/incident/improvement management system. Staff are made aware of support and advocacy services that are available to clients and support clients to access these services if required.

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 and each individual record is monitored by the Quality Team. Reminders and guidance are provided to record owners to ensure feedback is actioned and responded to appropriately.

Trend reports on feedback are provided monthly to Service Area Managers and the Executive Team, and quarterly to the Board. Risks identified are escalated to the organisation’s risk register and mitigated as they arise. Any identified feedback trends are added to the Plan for Continuous Improvement for actioning to ensure clients receive quality care and services.

**5. Definitions**

<b>Term</b>	<b>Definition</b>
<b>Feedback</b>	Complaints, compliments or suggestions.
<b>Complaints</b>	Expressions of dissatisfaction by, or on behalf of, an individual regarding an aspect of the organisation or the delivery of care and services;
<b>Compliments</b>	An expression of satisfaction and/or gratitude, by or on behalf of, an individual or organisation
<b>Suggestions</b>	Ideas put forward for improvement of services, for consideration.

**6. Governance**

<b>Associated Framework</b>	Quality Management Framework
<b>Associated procedures / documents</b>	ILA-BRD-POL-064 - Risk Management Framework ILA-BRD-POL-052 - Safeguarding Clients ILA Board Policy ILA-COR-POL-058 - Whistleblower Policy ILA-ASS-GUI-002 - Diversity and Inclusion Guideline ILG-SD-GUI-003 - Elder Abuse Prevention Guideline ILG-SD-GUI-002 - Open Disclosure Guideline ILG-QR-WI-25 CRM Feedback, Hazard, Incident, or Improvement Work Instruction ILA-QR-PRO-033 - Incident Management Procedure ILG-SD-GUI-004 NDIS Code of Conduct Guideline
<b>Related legislation</b>	Aged Care Act 1997 National Disability Insurance Scheme Act 2013 Privacy Act 1988
<b>Division</b>	Board
<b>Approval</b>	CEO
<b>Endorsement</b>	Board
<b>Owner</b>	Board
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