

Client Feedback and Complaint Management - Indigo

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1. Purpose

As a registered provider of government funded aged care services and a registered NDIS provider, Indigo Australasia Incorporated (Indigo) 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 Indigo services.

3. Policy Statement

Feedback, either complaints, compliments or suggestions for improvement provides vital information, about Indigo'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 in without fear of reprisal and all concerns will be managed in a way that ensures access and equity, procedural fairness and accountability.

Indigo provides opportunities for feedback via provision of a feedback form, provided to all new clients in our welcome pack or can be lodged verbally, via the website or by email.

4. Principles

Indigo will:

- **Promote Open Communication:** Indigo fosters a service culture that encourages open and honest communication among clients, staff, and stakeholders.
- **Inform on Service Standards:** Clients are informed about the standards of service they can expect from Indigo.
- **Alignment with Rights:** Feedback and complaint management practices are consistent with the NDIS Code of Conduct; and Aged Care Code of Conduct and Statement of Rights, ensuring fairness and respect for all parties.
- **Accessible Feedback:** Indigo encourages and facilitates the process of providing feedback or making a complaint. There are numerous ways to do so, and staff are empowered to offer support and assistance where needed.
- **Confidentiality:** Anonymity is assured for those who request it when providing feedback or making a complaint.

- **Open Disclosure:** Indigo is committed to practising open disclosure in relation to feedback and complaint management.
- **Right to Withdraw:** Individuals are enabled to withdraw feedback and complaints, at any stage in the process.
- **Continuous Improvement:** Feedback and complaints are recorded and analysed to identify and address areas for continuous improvement in services and systems.
- **External Complaints Pathways:** Indigo takes reasonable steps to advise complainants on how to make a complaint to the Aged Care Quality and Safety Commission or the NDIS Quality and Safeguards Commission at any time.
- **Secure Record Keeping:** All feedback received is registered on the organisation's secure electronic feedback system and stored for a minimum of 7 years, unless requested to be withdrawn.

5. Roles and Responsibilities

Staff are made aware of the processes, roles and responsibilities for feedback and complaint management during their induction. Refresher training is scheduled annually on how to enter feedback and complaints into our electronic feedback and complaint management system and the complaint and feedback management procedure.

Staff are made aware of support and advocacy services that are available to clients and support clients to access these services if required. Training is also provided to staff when the system is changed or a staff members role changes, which changes their responsibilities.

The Quality Team monitors records created in our electronic complaint and feedback management system. Reminders and guidance are provided to record owners to ensure feedback and complaints are actioned and responded to appropriately.

Reports on feedback and complaints are provided monthly to Service Area Managers and the Executive Team, and quarterly to the organisation's Clinical Governance Committee, and Board. Risks identified are escalated to the organisation's risk register and mitigated as they arise. Any identified feedback or complaint trends that require actioning are added to the Plan for Continuous Improvement to ensure clients receive safe, quality care and services.

Indigo reviews its feedback and complaint management process, including the electronic feedback and complaint management system at least annually to ensure it is accessible to clients and meets the requirements of the Aged Care Act 2024.

6. Definitions

Term	Definition
Feedback	Complaints, compliments or suggestions.
Complaints	Expressions of dissatisfaction by, or on behalf of, an individual regarding an aspect of the organisation or the delivery of care and services;
Compliments	An expression of satisfaction and/or gratitude, by or on behalf of, an individual or organisation

Suggestions for Improvement	Ideas put forward for improvement of services, for consideration.
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7. Governance

Associated Framework	IDG-BRD-POL-078 - Risk Management Framework - Indigo
Associated procedures / documents	IDG-BRD-POL-068 - Client Safeguarding - Indigo IDG-COR-POL-033 - Whistleblower Policy - Indigo IDG-QR-PRO-025 - Serious Incident Response Scheme (SIRS) Procedure IDG-QR-PRO-044 NDIS Reportable Incident Procedure ILG-QR-WI-011 - CRM Feedback, Hazard, Incident, or Improvement Work Instruction - Indigo IDG-QR-PRO-032 - Client Incident Management Procedure
Related legislation	Aged Care Act 2024 National Disability Insurance Scheme Act 2013 Privacy Act 1988
Division	Board
Approval	CEO
Endorsement	Board
Owner	Board
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