

SERVICE USER FEEDBACK POLICY

MercyCare is committed to providing high quality professional services that meet the needs of service users. Service user communication and feedback is valued and used to plan, develop and evaluate services, drive quality improvement and deliver positive outcomes.

Commitment

MercyCare will:

- Actively encourage and support service users, their families and carers to provide feedback about any aspect of their service that is not meeting their expectation of quality and professionalism
- Provide our service users with information, support and a safe environment in which to raise a complaint
- Implement a formal feedback process that is accessible and easy to understand for compliments, complaints and suggestions
- Investigate complaints and suggestions in a timely, sensitive and confidential manner
- Ensure the rights and responsibilities of service users are understood and adhered to
- Provide feedback information in other formats and languages when requested
- Keep a record of feedback in a secure location and limit access to appropriate employees
- Use feedback outcomes to inform strategic and service level planning and delivery, and risk management
- Ensure there are no negative consequences for raising feedback/complaints
- Encourage people to find a support person or advocate to assist or represent them if this is their choice.

Responsibility

- CEO – responsible for organisational adherence to this policy including the delegation of responsibilities as appropriate
- Executive Leadership Team – monitor feedback trends and use data to inform service delivery, planning and improvement at a strategic level
- Service Unit Managers – nominate designated investigators at a service level to investigate formal feedback. Maintain awareness of trends and use data to inform service delivery, planning and improvement at a service level; promote a culture of open communication between service users and MercyCare; coordinate surveys and reviews of services

- Designated investigators – investigate complaints/suggestions and keep appropriate records. Communicate outcomes to relevant stakeholders
- Quality and Organisational Services Team – monitor feedback, provide support to designated investigators and collect data for analysis and trending to contribute to quality improvement; report to ELT
- All employees, volunteers and contractors – understand and comply with this policy.

Consultation

MercyCare will consult with relevant stakeholders in the development and review of this policy and associated processes.

Evaluation and Improvement

To assess compliance to the requirements of this policy and continually improve, MercyCare will undertake evaluation processes and consider:

- Results of audits, reviews and surveys
- Best practice requirements
- Feedback from service users, employees, volunteers and contractors
- Identified risks and how they are managed
- Performance against objectives and targets.

Internal References

The following internal documents relate to this policy:

- MercyCare 2017-2020 Strategic Plan
- Strategic Imperatives
- Person Centred Services Strategy
- Service User Engagement Framework
- Policy Management Policy
- Privacy Policy
- Service User Feedback Processes
- Feedback Form
- Definitions of Terms and Acronyms.

Legislation and Standards

MercyCare's management of service user feedback will comply with the following:

- External Complaint Commissions
- Human Rights and Equal Opportunity Commission Act 1986
- Children and Community Services Act 2004
- Better Practice Guide to Complaint Handling in Aged Care 2016
- Privacy Act 1988
- EQulP6 Service Providers Standard
- Service level accreditation and non-accreditation standards.

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