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CUSTOMER FEEDBACK MANAGEMENT POLICY

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1 Purpose

Bethanie is committed to managing customer feedback in an accountable, transparent, timely and meaningful manner. Feedback includes complaints, compliments, and suggestions about our business, including our services, facilities, internal processes and/or staff.

Feedback supports continuous improvement of our business, therefore, all Bethanie customers and their representatives are encouraged to provide feedback, with the assurance that in doing so, will be free from retribution and it will not adversely impact their access to care and services.

Bethanie is also committed to ensuring its customer feedback process enables the transparent communications between the Board and the Consumer Advisory Group. Feedback can be made anonymously with Bethanie or directly to the Aged Care Quality and Safety Commission and/or the NDIS Quality and Safeguards Commission.



2 Scope and Applicability

Who must use this policy:	<p>This policy provides Bethanie Group Inc and Bethanie Housing Limited (collectively referred to as 'Bethanie') with guidance in handling customer feedback. It recognises the importance of encouraging and supporting customer feedback for the purposes of:</p> <ul style="list-style-type: none">• Providing quality care and services for our customers and ensuring continuous improvement of our services by gaining a better understanding of our customer's needs and preferences• Assisting customers to raise their concerns in a constructive and safe way and protecting the rights of our customers.• Ensuring issues are addressed promptly, fairly, and appropriately.• Strengthening relationships with our customers and their representatives <p>Ensuring we meet legislative and regulatory requirements including relevant Standards and Codes.</p>
Why this policy is important:	<p>All Bethanie staff including agency staff, consultants, and volunteers, are required to understand and adhere to this policy.</p> <p><i>(This policy only applies to customer feedback and does not apply to staff grievances. Please refer to the Grievance Resolution Policy for matters of this nature).</i></p>
When this policy applies:	<p>This policy applies in any situation involving feedback originating from a Bethanie customer and/or their representative(s) in which a resolution is explicitly or implicitly expected or legally required.</p>
Who to ask for more information:	<p>For feedback related to:</p> <ul style="list-style-type: none">• Clinical: General Manager Clinical Care and Services• Community (non-clinical): Chief Operating Officer Community• Residential (non-clinical): Chief Operating Officer Residential• Bethanie Housing: Manager of Housing

3 Definitions

Term	Definition
Complaint	An expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required

4 Policy

4.1 Objectives

Bethanie's feedback management is guided by the below principles.

4.1.1 Visibility and Accessibility

- Information about the process for providing feedback and appeals will be well publicised and promoted to customers in a variety of forms of communication.
- Information should be easy to understand and in plain English.
- Information will be available on how to submit a complaint to the Aged Care Quality and Safety Commission and/or the NDIS Quality and Safeguards Commission, and each customer's right to access advocates.



- Feedback and related correspondence will be accepted in a number of different ways including in person, over the phone, and in writing via email, fax and letter.

4.1.2 Responsiveness

- Receipt of customer feedback and appeals will be acknowledged promptly upon receipt and feedback will be addressed in a timely manner.
- There will be regular and open communication with relevant parties throughout the resolution process, so all parties stay informed of the progress.
- If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.
- Where required by the Serious Incident Reporting Scheme (SIRS) complaints will be submitted to the Aged Care Quality and Safety Commission (ACQSC).
- Where required reportable incidents that may apply to a complaint if it relates to an incident or allegation will be submitted to the NDIS Quality and Safeguards Commission (NDIS Commission).
- Where the complainant is not satisfied with the outcome, alternate complaint resolution mechanisms will be provided
- Bethanie will regularly monitor the effectiveness of the complaints and appeals process and system

4.1.3 Fairness & Objectivity

- All feedback and appeals will be treated fairly, in an unbiased and objective manner.
- Staff involved in investigating or responding to a complaint or appeal will be unrelated to the matter being investigated.

4.1.4 Confidential

- Feedback will be investigated confidentially, and information shared only on a 'need to know' basis
- Feedback will be in adherence with the Australian Privacy Principles and the Privacy Act 1988.

4.1.5 Accountable

- All feedback is logged in the Bethanie Feedback System and includes actions undertaken and/or decisions made by the relevant business area.
- All staff play a role in managing feedback and staff will be provided with appropriate training and support.

4.1.6 Charges

- Access to the customer feedback process will be free of charge to the customer



5 Consequences of Policy Breach

- This policy is binding on Bethanie staff, as per Section 2: Scope and Applicability.
- Roles and Responsibilities in relation to this policy are set out in Section 6 below.
- Failure to comply with the policy may constitute a breach of the Bethanie Code of Conduct and business practices. [Edit as required]

6 Roles and Responsibilities

Role	Responsibilities
All staff	<ul style="list-style-type: none">• Understand the Bethanie's feedback management process and how customers can provide their feedback.• Ensure all feedback is recorded in the Bethanie Feedback System• Where required, assist in investigating or responding to feedback• Comply with the Serious Incident Response Scheme (SIRS) requirements
Managers	<ul style="list-style-type: none">• Ensure all employees understand and comply with this policy, and complete relevant training.• Ensure responses to feedback are provided within expected timeframes and communication is suitable for the audience.

7 Committees and Working Groups

Committee / Working Group	Contribution
n/a	<ul style="list-style-type: none">•

8 Related Documents

Legislation
<i>Aged Care Act</i>
Governance frameworks & policies
<i>Corporate Governance Manual</i>
<i>Customer Feedback Management Procedure</i>
Standards
<i>NDIS Practice Standard: Provider Governance and Operational Management - Feedback and Complaints Management</i>
<i>ACQSC Standard 6 - Feedback and Complaints</i>
References
<i>n/a</i>

9 Document Control

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3.0	Review and update	SRC	8 Apr 2022
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