



HS11	Healthy and Safe Services	Client Feedback Policy and Procedures
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What this policy aims to do	Ensure clients and their families, carers or guardian have the opportunity and process to provide feedback to MASS, whether it be a compliment, a complaint or general feedback. MASS will address feedback in a timely and responsive manner.
Who this policy applies to	People with disability, their supporters and advocates, and families who access our services, or anyone that observes a service-related matter they believe should be addressed
Who is responsible for carrying out this policy	MASS Board, the CEO and all service staff
What words used in this policy mean	<p>A '<i>complaint</i>' is an expression of dissatisfaction by an affected person or their representative in regard to their service or treatment while at MASS.</p> <p>A '<i>compliment</i>' is positive and appreciative feedback.</p> <p>'<i>External body</i>' is a complaints body that can investigate complaints about services for children and/or people with disability, e.g. Office of the Disability Services Commissioner, Victorian Registration and Qualifications Authority</p>
Legislation this policy is based on	<p>National Disability Service Standards</p> <p>Victorian Human Services Standards</p>
Other relevant policies	<p>A1 Rights and Responsibilities</p> <p>MS11 Whistle-blower Protection</p> <p>MG1 Board Authority and Operations</p> <p>HS7 Information Privacy Policy</p>

Version	Date	Author/Editor	Approved by	Notes
1.0	26/8/2016	Peter Lane		
1.1	31/5/2018	D Stephenson		Update format
1.2	7/3/2019	D Stephenson		Minor edits
1.3	17/10/2019	D Stephenson		Added NDIS complaints link
1.4	17/6/2020	D Stephenson	S. Reeves	Updated P&P, produced new brochures and forms to request feedback.
1.5	14/01/2022	T de Vries, K Grant	S. Reeves	Add client satisfaction survey, review processes

Client Feedback Policy

MASS is committed to providing quality service to its clients. We value all feedback and use this opportunity to review and improve our services. Any person or family receiving services from MASS is encouraged to give general feedback, to give kudos when deserved and to raise any complaint or dispute they may have regarding the organisation or the services received.

The right to complain or raise an issue is seen as vital to our commitment to continually improve services, and as such every client, family or advocate shall:

- Be supported to make a complaint and be heard
- Be reassured that all correspondence is treated as 'confidential'
- Be protected from retribution
- Be provided with information in a format they can understand that details the internal process for making a complaint and the contact details of an external complaints body such as the Office of the Disability Services Commissioner (disability service complaints), the NDIS Safety and Quality Commission or the Victorian Registration and Qualifications Authority (independent schools).

MASS will endeavour to address all complaints immediately if possible, however if an immediate resolution is not possible following an initial consultation with the complainant, then a formal acknowledgment and process instigated by the CEO may occur.

A summary of all complaints and resolutions is provided to the MASS Board at regular intervals.

MASS values all feedback. MASS accepts client-initiated feedback at any time, and also regularly seeks out feedback in a range of ways.



