

# FEEDBACK, DISPUTES & COMPLAINTS

Civic recognises that having clear pathways for clients and their family and carers to speak up about the services and supports they receive is fundamental to promoting choice and control for the client. Civic is committed to promoting a culture where people feel they are able to speak up about the services and supports they receive, and which embraces feedback and complaints as an opportunity to improve the quality of services.

Civic is an organisation driven by a culture of relationships. We understand that we cannot deliver impact in individual lives if we do not invest in our relationships with our clients, staff, partners and other stakeholders in the communities we serve. Having a robust listening system is an important part of our investment into these key relationships. We understand how important it is that people feel empowered to speak up about what is working and not working for them with their services and supports. This goes to the very heart of people feeling valued and respected as equal citizens in their community and having choice and control in their lives.

Civic's approach to feedback and complaints handling embraces the following values and principles:

- **Rights:** People have a fundamental right to speak up about the services and supports they receive from Civic.
- **Respect:** People are treated with respect and dignity. This includes respecting their privacy and maintaining the confidentiality of their information.
- **Open and fair:** Civic has an open approach to the way we receive and respond to feedback and complaints. We act fairly and objectively, addressing each complaint with integrity and in an objective and impartial way. Our handling of feedback and complaints is clearly outlined so people know what to expect.

- **Accessible:** Information is provided in ways that enable our clients and other stakeholders to know how to make a complaint. All levels of the organisation, including senior management and the Board, are available to receive and Respond to feedback and complaints.
- **People focused:** Our feedback and complaints system is flexible enough to respond to individual needs and to consider what is both important to and important for people receiving Civic services and supports.
- **Responsive:** We ensure that feedback and complaints are handled in a timely way, and people are kept informed of the progress of their feedback and/or complaint.
- **Ensure no detriment:** We take all reasonable steps to ensure that people making complaints are not adversely affected because they made a complaint, or one is made on their behalf.
- **Natural justice:** People involved in a complaint are given a fair opportunity to respond to issues raised, to present their views, are active participants in the resolution of issues raised.
- **Continuous improvement:** We actively implement changes to services, systems, practices, and/or products where improvements are identified through managing and analysing complaints and we close the loop in continuous improvement and learning.

Civic's organisational culture embraces feedback and complaints, as it is one of the most effective ways of promoting client choice and control, enhancing individual outcomes, providing valuable information, and giving us an opportunity to listen, learn and improve.