

Coast and Country Community Services Ltd.
Section 3 Service Delivery
Policy 3.07 Compliments, Complaints and Suggestions

Policy Statement

The Service respects each person's dignity by promoting the right of individuals to give compliments, make complaints and/or suggestions to assist the Service to improve. The Service welcomes feedback as opportunities for service improvement.

Policy Protocols

The Service will process Service User feedback promptly, fairly, confidentially and without retribution.

Complaints will be treated confidentially and will not be discussed with anyone who does not have a genuine responsibility for resolving the issue.

The Service will respect a Service User's choice to use an advocate to provide input and/or make a complaint, and will negotiate with the advocate to resolve the issue/s promptly.

All compliments, complaints and suggestions will be recorded on the Quick Compliments and Suggestions Form or a Complaints Record Form as appropriate.

Service Users who choose to discontinue a service due to dissatisfaction will be advised that they may access the Service at a future date.

The Service will ensure no Service User is discriminated against, or be the subject of retribution, after making a complaint.

The Service will ensure Team Members are trained to encourage and support every Service User's right to provide feedback to the Service.

Related Procedures

- [PRO 3.07-1 Service User Compliments, Complaints and Suggestions](#)