



Feedback Policy

Compliments, Suggestions & Complaints

Our Purpose:

AQA exists to resource people to live well.

Our Vision:

An inclusive community where people have access to the resources they need to meet the challenges of change and live fully.

1. Summary:

AQA values feedback and is committed to a culture where feedback is welcomed, recorded and appropriately responded to. AQA views feedback as a valuable tool that supports meaningful communication with our community and stakeholders and are genuinely interested in people's experience of engaging with us and the services we provide. Feedback and service experience actively informs service and organisational improvements and development.

Feedback includes complaints, compliments and suggestions and helps inform us about what we are doing well, what our gaps are and where we could do better. AQA reviews feedback to find new and better ways to support our community and the ongoing evaluation of our services and practices.

2. Scope:

This policy applies to all feedback, including complaints, compliments and suggestions from any source including service users, their support networks, stakeholders, members, staff, volunteers and the AQA and general community.

This policy does not apply to feedback related to other organisations including funding bodies, stakeholders and government bodies. This policy also excludes any grievance that may be subject to other policies and procedures.

3. Policy:

AQA is committed to providing high quality, responsive, relevant and adaptive services and activities and we do this by listening to those who engage us. We consider all feedback received and use it to review and improve our services, processes and systems. Feedback helps us understand what we are doing well and highlights areas that we can improve.

AQA's purpose, vision, values and principles of operation reflect the organisation's commitment to service provision which promotes and empowers people accessing services to be actively engaged in the development of services.

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AQA's feedback framework is underpinned by the following guiding principles;

Culture, Leadership & Governance

Feedback is integrated into our governance, leadership and business systems and enables the Board, Executive Management and Leadership Teams to understand and be accountable for the services we deliver ensuring these are meeting the needs and expectations of our service users, stakeholders and our community.

The AQA Board and Executive Management Team are responsible for ensuring AQA has in place and maintains an appropriate policy framework for the response and management of feedback.

Community Participation & Consultation

AQA's Partnership approach ensures people accessing AQA's services are consulted and involved in the development of their services and decisions about how services are delivered. This includes the review of services to ensure services are relevant and responding to people's needs and goal development and progression.

People accessing AQA's services are invited to and are provided opportunities to offer feedback and contribute to the development of AQA's services and activities. AQA is establishing a Community Advisory Group with representation across the AQA community.

Continuous Improvement & Development

AQA is committed to continuous improvement and development and regularly reviews its practices in collaboration with those we support and our diverse communities including our partners and stakeholders. This can occur through audits, reviews, research evaluations, projects and in response to wider industry and sector development.

AQA values lived experience informed practice and promotes service user and community participation and consultation in the continuous improvement and development of our business and services.

Where someone expresses dissatisfaction with AQA, AQA strives to respond constructively and resolve dissatisfaction directly and at the time it is expressed. When this does not happen, AQA will treat seriously, issues that remain unresolved and is committed to ensuring our complaint handling is accessible, inclusive, responsive, integrated and appropriate, and that our staff act with integrity and respect for all parties.

AQA is committed to ensuring that any concerns raised are understood, acknowledged and appropriately resolved wherever possible. In this regard, there is no wrong door for a person to make a complaint or provide feedback.

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Feedback Management

People providing feedback including complaints will be listened to, treated with dignity and respect and actively encouraged to engage in the resolution process. All feedback will be managed fairly and without bias and we will take all reasonable steps to ensure those making complaints are not adversely affected.

AQA staff will act impartially and have full regard to the legislation, standards and codes of conduct that govern the work we do and our ethical and practice standards and will ensure any actual or perceived conflicts of interests are managed responsibly.

AQA has a three-level approach to feedback management;

Level 1: Local Resolution

By preference and where possible feedback raised should be acknowledged and responded to when provided and by the person who received the feedback. Often feedback can be resolved by providing an explanation, acknowledging the concern and agreeing on local action to address it, and / or by providing an apology and resolution.

Feedback of this nature should be recorded for continuous improvement purposes and followed up to ensure ongoing satisfaction.

Level 2: Internal Escalation – Low – Moderate Risk

Feedback at this level may be due to level 1 not being appropriate for resolution or due to dissatisfaction with the outcome at level 1.

Feedback at level 2 generally poses a risk to the service user or a staff member and may also constitute an incident, hazard or an instance of misconduct or breakdown of service.

Feedback at this level needs to be reported and recorded for continuous improvement purposes and followed up to ensure satisfaction of outcome.

Level 3: Internal Escalation – Moderate – High Risk

Feedback at this level may be due to level 2 not being appropriate for resolution or due to dissatisfaction with the outcome at level 2. Feedback at this level is likely to be escalated to the Executive Team for response or advice and may also indicate external or third-party reporting,

Feedback at level 3 is likely to indicate a significant risk to the service user or staff member and may constitute a serious incident, hazard, misconduct or breakdown of service.

Feedback at this level needs to be reported and recorded for continuous improvement purposes and followed up to ensure satisfaction of outcome.

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Investigations:

Feedback at Level 2 and 3 are likely to require some level of investigation and AQA's Incident Investigation Policy & Procedure will apply.

Feedback Investigations are likely to be allocated to a Team Leader, Practice Leader or Executive Manager. Where appropriate, AQA may engage external investigation services.

4. Reporting:

AQA maintains a register in which all feedback is recorded, categorised and reported through to the Board (as per the Board Assurance Framework), the Executive Management Team and Practice Leadership Group for either noting or for exploring opportunities for improvement (separate from the immediate response to the feedback).

5. Responsibilities:

a. AQA Victoria:

- i. Actively maintain, promote and communicate this policy and related resources
- ii. Support and monitor the implementation of this policy and all associated policies / procedures across all levels of the organisation.

b. Executive Managers, Practice Leaders & Team Leaders;

- i. Model and lead practice that promotes the principles within this policy
- ii. Monitor staff compliance with the requirements of the policy
- iii. Ensure training and information is provided to staff to carry out this policy
- iv. Respond to any feedback that is identified

c. All AQA Staff including Disability Support Workers, Coordinators, Volunteers, Administration & Service Delivery Staff;

- i. Implement policy and related procedures when coordinating and delivering services and supports
- ii. Report as required any Feedback received

6. Definitions:

Feedback: refers to information, reaction or experience of a service, activity, product or interaction.

Compliments: an expression or experience of praise, encouragement or satisfaction.

Suggestions: an expression of an idea or an alternative approach for consideration often leading to development or improvement initiatives.

Complaints: an expression or experience of dissatisfaction.

7. Related Legislation:

National Disability Insurance Scheme Act 2013

National Disability Insurance Scheme's [Quality and Safeguarding Framework](#)

Charter of Human Rights and Responsibilities 2006

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United Nations Convention on the Rights of Persons with Disabilities
Disability Act 2006

8. Internal Documents:

Feedback Procedure

Feedback Form

Incident Reporting Policy & Procedure

Human Rights, Choice and Control & Dignity of Risk Policy

Freedom from Violence, Abuse, Neglect, Exploitation & Discrimination Policy

AQA Rights & Responsibilities Charter

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