

FEEDBACK & COMPLAINTS PROCEDURE

REFERENCE:	TBG.v06 08/2024
OWNERSHIP:	Group Quality
AUTHORISED BY:	Executive General Manager – Corporate Services
REVIEW:	08/2026

PURPOSE

To outline The BUSY Group procedure for the handling and management of complaints and feedback from people external to The BUSY Group (e.g. clients, participants, jobseekers, employers and members of the public).

To ensure that mechanisms are in place for service-recipients to provide feedback, and that The BUSY Group as an organisation is not only responsive to this feedback, but also utilises it as a driver for continuous improvement.

To provide instruction to potential complainants on how to make a complaint and how The BUSY Group will manage their complaint.

SCOPE

This procedure applies to The BUSY Group (TBG) and all associated entities, this includes all employees who work within The BUSY Group as well as contractors and visitors.

SAFEGUARDING COMMITMENT

As an organisation that prioritises the safeguarding of children and all vulnerable people, The BUSY Group is committed to providing a safe environment across all we do by actively adopting strategies that embed a culture of zero tolerance for abuse of any kind.

DEFINITIONS

Compliment – Positive feedback about staff or services of TBG.

Feedback – feedback from a service recipient that does not meet a complaint definition.

Formal Complaint – A complaint is considered formal when the complainant informs TBG that they would like to make a formal complaint. Formal procedures substantiate a complaint with evidence and often involved bringing the staff involved together to try to reach a satisfactory outcome.

RESPONSIBILITIES

All staff and contractors within TBG are responsible for:

- Being responsive to the feedback they receive, seeking to resolve any issues as they arise to

prevent them from escalating further

- Reporting feedback they receive from service recipients, especially when that feedback is critical of TBG staff or services.
- Taking actions to resolve complaints to the best of their ability, until their Supervisor and/or the HSQ Manager team assess the complaint as 'closed'.

Management

Supervisors and Managers within TBG are responsible for:

- Ensuring that their staff report the feedback and complaints they receive, using the mechanisms detailed in the procedures below
- Responding to and taking action on feedback or complaints relating to their department as soon as practicable
- Recording their progress to address the feedback or complaints in TBG's feedback system
- Acting on advice from the Group Quality team until the issue is closed.
- Acting on other types of feedback received, e.g. compliments

PROCEDURE

Feedback

TBG values feedback on the services it provides, be it positive or critical. Service recipients and other customers or stakeholders are encouraged to provide feedback in whatever format they prefer, and most programs delivered by TBG have hard-copy surveys available if that is more convenient.

Feedback surveys are periodically distributed to service users to pro-actively seek feedback, either electronically, in hard copy, or completed by a staff person by interview. Service users are not compelled to provide feedback and if they do, the information gathered will not be used for any purpose other than improving the service and assessing overall satisfaction levels.

When feedback is received, TBG staff will ensure that it is acted upon, including by recording it centrally in the TBG Feedback and Complaints Register for consideration and follow up when appropriate. Collectively this information will be assessed by the HSQ team and Program Managers to consider how services can be improved, either by implementing suggestions or by correcting processes that the feedback says aren't adequately working.

Complaints

TBG will ensure that service recipients and other external stakeholders have the right to provide feedback or raise any concerns, complaints or disputes that they may have in regard to the organisation.

Feedback and complaints are encouraged by the organisation and viewed as an **opportunity to improve** the support/service provided. Clients and stakeholders making a complaint will be treated fairly and respectfully, without negative consequences or retribution.

Information on how to provide feedback and make a complaint will be made available to all program participants.

Each person wishing to make a complaint can choose to whom, where, and in what manner they wish to do it (e.g. by phone, in person, by email, in writing, via a feedback mechanism on a website or a survey).

When making a complaint the person will be given the opportunity to be involved and supported through the process and to have their family, carer or advocate involved also. TBG staff will work with the person to identify the desired goal and, where possible, resolve the complaint to the person's satisfaction.

All complaints will be dealt with in a timely manner (ideally resolved **within 30 days**) and all parties to the complaint will be kept informed of the progress of the complaint.

In recognition of the need to protect the privacy and confidentiality on a complainant, TBG will ensure that as few staff as possible will be involved in the resolution of a concern or complaint and that the complainant can choose the staff person they are in contact with regarding the complaint.

Refer also to the Workplace Harassment Discrimination and Bullying Policy which applies in cases where a Participant complaint relates to alleged harassment or bullying from a BUSY Group employee.

Program Specific Requirements

Please refer to program specific complaints handling processes and procedures as required.

Seeking Feedback and Measuring Satisfaction:

- TBG will make available a variety of methods for service users to provide feedback at any time, including electronically (e.g. via the website or social media) and survey forms - available on request to staff at each office.
- At least annually The BUSY Group will proactively seek feedback on their satisfaction from a sample of program participants

The results of feedback received will be collated and analysed for trends or common issues in order to drive improvement of services.

Responding to Complaints

When a formal complaint is received in relation to dissatisfaction of service delivery or the conduct of an employee:

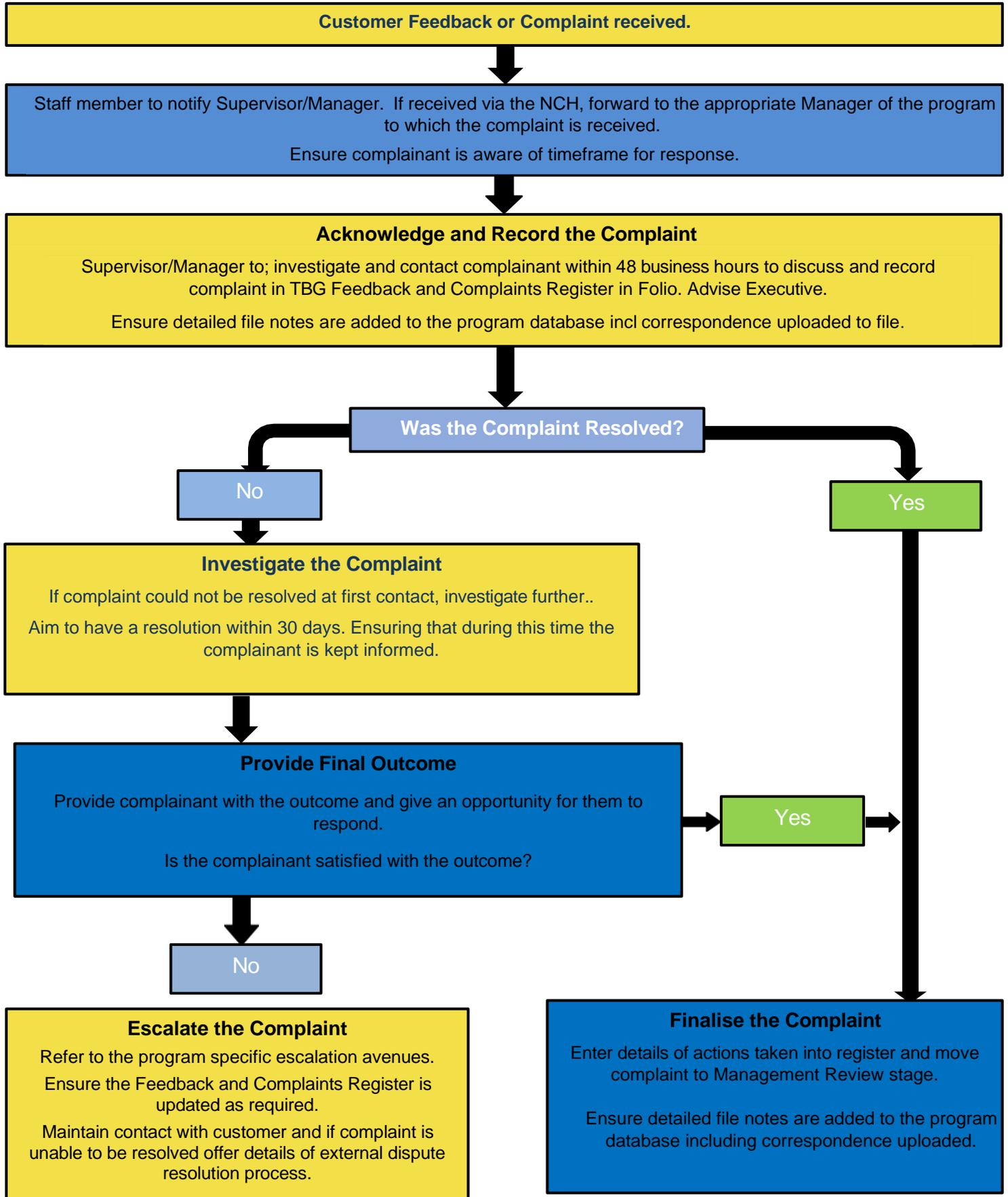
1. The BUSY Group immediately escalate the complaint to delegated person(s) within the business
2. The delegated person shall:
 - acknowledge receipt of the complaint
 - review and investigate the complaint in full
 - respond to the complainant (only if requested to do so in the written complaint)
 - complete a response in the Feedback and Complaints Register within the defined timeframe (recorded on feedback form entry) outlining:
 - background to the complaint
 - what is the alleged issue(s)
 - what did your investigation identify
 - what improvements will you put in place to avoid this type of issue from reoccurring.

Accountability and Continuous Improvement

The information recorded in the Feedback and Complaints Register will be reviewed regularly to assess its efficiency and effectiveness. Review and analysis is provided to management on a monthly basis to ensure all feedback, albeit positive or negative is communicated to ensure leadership are aware of identified issues within their business. All actual or proposed improvements to services and programs shall be followed up, actioned and recorded in the Feedback and Complaints Register.

The Feedback and Complaints flowchart below outlines for staff on how complaints are to be documented and managed.

Internal Customer Feedback and Complaints Handling Process



CUSTOMER FEEDBACK PROCESS



If your complaint has **not been resolved** by talking to your Service Provider or through our internal complaint process, you can choose to take your complaint **external to The BUSY Group** by contacting the relevant Government Department. For example:

- **Workforce Australia or Transition to Work (TtW):**
call the National Customer Service Line on 1800 805 260, or through other methods:
<https://www.jobs.gov.au/complaints-compliments-and-suggestions>
- **Disability Employment Service (DES),**
contact the Complaints Resolution and Referral Service, Ph 1800 880 052
- **NDIS:** contact the NDIS Quality & Safeguards Commission on 1800 035 544.
- **Australian Apprenticeships Support Network :** contact the National Customer Service line on 1800 020 108

For all other BUSY Group programs, please ask our staff who you can contact.

PROCEDURE CONTEXT

This procedure relates to the following legislative requirements, standards and internal documents

Legislation	<ul style="list-style-type: none"> • Age Discrimination Act 2004 • Sex Discrimination Act 1984 • Racial Discrimination Act 1975 • Privacy Act 1988 • Disability Discrimination Act 1992 • Disability Services Act 1986
Standards	<ul style="list-style-type: none"> • ISO9001:2015 Quality Management Systems - Requirements: section 8.2.1: Customer Satisfaction • National Standards for Disability Services Standard 4: Feedback and Complaints
Related Forms & Documents	<ul style="list-style-type: none"> • Feedback Forms (The BUSY Group) – SharePoint/Websites/Business Management System • Conflict of Interest Policy • Transition to Work Feedback and Incident Form • BUSY Ability Customer Feedback Survey • Australian Apprenticeships Support Services Client Survey

VERSION CONTROL

Version	Date	Change Summary	Author/Reviewer	Approved by:
6	August 2024	Updated template, added Safeguarding Commitment, removed Child Safety Statement. Added internal Complaints & Feedback Handling Procedure. Changed Authorising Party from group CEO to Exec General Manager Corporate Services	Group Quality	Executive General Manager – Corporate Services
5	September 2022	Updated template, minor content update	Quality	Group Chief Executive Officer – The BUSY Group

4	September 2020	Change from ON-Q to BUSY Ability and amendment to AASN Govt complaint escalation department.	Group Compliance Manager	Chief Operating Officer – The BUSY Group
3	August 2020	Insertion of Child Safety Statement	Group Compliance Manager	Chief Operating Officer – The BUSY Group
2	February 2020	Update process and formatting	HSQ Manager	Chief Operating Officer – The BUSY Group
1	August 2018	Initial Group policy	Quality & Contracts	MD / CEO

