###### Complaints Systems and Practice Self Audit - Quick Checklist

Department of Communities Tasmania

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | References Key | Y | Partial | N | Comments/further action |
|  | * *Disability Services Act 2011(Act 2011)* * Disability Services Regs 2015 (Regs 2015) * DCS Good Practice Guide (GPG) * DCS Self-Audit Tool (SAT) * DHHS Funding Agreement (FA) * The Quality and Safety Framework for Tasmania’s DHHS Funded Community Sector (Q&SF) |  |  |  |  |
| 1 | Your organisation has clear complaints management policies and procedures that include information about rights, process timeframes, external complaints bodies, recording and reporting. All staff are familiar with the policies and procedures.  Regs 2015 - Standard 7  DCS GPG – 7.3.2, 7.4, 7.5.2  DCS SAT – 1.1, 1.2, 1.3  FA – clause 13.4  Q&SF – clause 8 |  |  |  |  |
| 2 | You adopt an approach to the handling,  management and resolution of complaints that is person centred, underpinned by the rules of natural justice.  DCS GPG – 7.3.2, 7.4, 7.5.2  DCS SAT – 1.1, 1.2, 1.3 |  |  |  |  |
| 3 | There is a senior manager responsible for the effectiveness of the complaint management system.  DCS GPG –7.3.1, 7.4 |  |  |  |  |
| 4 | You have informed all people who access your services of their right to complain and given them a copy of an accessible (language) document informing them of how to complain.  DCS GPG – 7.2.1, 7.3.2, 7.5.2  DCS SAT – 1.5, 1.6, 1.7 |  |  |  |  |
| 5 | You have strategies in place to actively  encourage feedback and complaints from people who access your services and support them to feel comfortable and valued when giving you feedback.  DCS GPG – Chapter 2  DCS SAT – 1.6, 1.7, 1.8, 3.9 |  |  |  |  |
| 6 | You have strategies in place to ensure that  people who make complaints are treated  respectfully, courteously and sensitively.  DCS GPG – 7.2.2  DCS SAT – 2.2 |  |  |  |  |
| 7 | You assist people who access your services to make complaints including assisting them to put together their complaint and/or offering them access to external support or advocacy if required.  DCS SAT – 1.8, 1.9 |  |  |  |  |
| 8 | You always clarify the issues with the person making the complaint to ensure all issues have been documented correctly including the outcome sought.  DCS GPG – Chapter 7, p34 - Tips  DCS SAT – 3.2, 4.12.1 |  |  |  |  |
| 9 | All people who make a complaint are kept  updated, in a manner that is agreed to with them, on a regular basis about the progress/status of their complaint and about what/if action will be taken to address their concern.  DCS SAT – 1.6, 3.1, 4.1.1, 4.2 |  |  |  |  |
| 10 | You have systems in place to ensure that the privacy and confidentiality of the person making the complaint is protected throughout and after the complaint process.  DCS GPG – 7.5.2 DCS SAT – 2.3 |  |  |  |  |
| 11 | You have strategies in place to ensure that  people are not treated adversely as a result of making a complaint.  DCS SAT – 1.2 (c), 1.11 |  |  |  |  |
| 12 | You inform people who have made a complaint of their right to take further action if they are unhappy with the way their complaint is handled.  DCS GPG – 7.3 |  |  |  |  |
| 13 | All improvements and changes made as a result of feedback or complaints are communicated to the person who made the complaint and, as relevant, to other people who access your services and staff.  DCS GPG – Chapter 2  DCS SAT – 1.5, 4.4, 5.1 |  |  |  |  |
| 14 | All staff understand the role of feedback and complaints in improving the quality of the supports people who access your services receive.  DCS GPG – Chapter 2,  DCS SAT – 3.7 |  |  |  |  |
| 15 | All staff receive training in issues relevant to, and the handling of, complaints through staff induction / orientation and subsequent specific training activities.  DCS GPG – 7.4, 7.6.5, Chapter 8  DCS SAT – 1.10, 3.6 |  |  |  |  |
| 16 | You have strategies in place to ensure that all staff in your organisation view and respond to complaints positively.  DCS SAT – 1.10, 3.6, 3.8 |  |  |  |  |
| 17 | All staff know where to refer complaints internally if they are unable to respond to a complaint made to them.  DCS SAT – 1.3, 1.7 |  |  |  |  |
| 18 | All staff aware of the external complaint resolution options.  DCS GPG – 7.3  DCS SAT – 4.5, 4.11.3, 4.11.5 |  |  |  |  |
| 19 | You involve people who access your services and staff in the creation and improvement of your complaint handling documents and systems.  DCS GPG – Chapter 2, 7.4  DCS SAT – 5.2.2 |  |  |  |  |
| 20 | You maintain records of all complaints and use this information to inform quality improvement initiatives at an individual, service and organisational level.  DCS GPG – 7.4.7  DCS SAT – 1.2, 4.12, 5.1, 5.2 |  |  |  |  |
| 21 | Complaints information is regularly provided to the Board of Management to further inform discussion and decisions regarding the future directions of the organisation.  DCS GPG – 7.3.2  DCS SAT – 5.1, 5.2.1, 5.3 |  |  |  |  |