

Children, Youth and Women's Health Service

Policy Directive

Consumer Feedback

Document Number	PD2009_003
Publication Date	8 October 2009
Functional Group - Sub Group	Support/Consumer Feedback
Summary	This policy affirms and supports the right of consumers to provide feedback and to have complaints heard and acted upon.
Replaces	Consumer Feedback. PD2005_018.
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Others Involved in Writing	
Safety & Quality Action Group Responsible	Risk Management, Quality Improvement and Consumer Focus
Executive Director Responsible	Executive Director, Clinical Governance, Education and Research
Applies to	CYWHS wide
Review Date	30 April 2013
Previous Reference	N/A
Key Words	Consumer feedback, complaints, complaints management, complainant, rights and responsibilities.
Status	Active
Approved by	Executive
Approval Date	7 October 2009

CYWHS Executive

Compliance with this policy directive is mandatory.



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POLICY DIRECTIVE: Consumer Feedback

Statement:	<p>The CYWHS is committed to:</p> <ul style="list-style-type: none"> • Enhancing customer satisfaction by creating a customer focused environment that is open to feedback (including compliments), resolving any complaint received, and enhancing the organisation's ability to improve its services. • Recognising and addressing the needs and expectations of consumers providing feedback. • Acknowledging and promoting consumer feedback through an integrated compliments management process. • Providing complainants with an open, effective and easy to use complaints process; analysing and evaluating complaints in order to improve the service quality. • Auditing the consumer feedback management process on a regular basis. • Reviewing the effectiveness and efficiency of the consumer feedback management process.
Rationale:	This policy affirms and supports the right of consumers to provide feedback and to have complaints heard and acted upon.
Scope:	This policy applies to all aspects of service provided by the CYWHS.
Definitions and Acronyms:	<p>For the purposes of this policy, unless otherwise stated, the following definitions will apply:</p> <p>Complainant: <i>A person or organisation making a complaint.</i></p> <p>Complaint: <i>An expression of dissatisfaction regarding any aspect, product or service offered, provided or denied.</i></p> <p>Compliment: <i>An expression of satisfaction or gratitude.</i></p> <p>Consumers: <i>People who directly or indirectly make use of health services and includes patients, parents, carers and other family members.</i></p> <p>Patient: <i>May also be referred to as a consumer.</i></p>
Policy Principles:	<p>CYWHS will:</p> <ol style="list-style-type: none"> 1. Commit to an efficient and fair resolution of complaints. 2. Ensure that the consumer feedback management process recognises the need to be fair to both the complainant and the department/person against whom the complaint is made. 3. Ensure that there are adequate resources for consumer feedback management with sufficient level of delegated authority. 4. Ensure that the consumer feedback management process is well publicised to consumers and employees, and includes information to consumers about their right to complain. 5. Ensure Department/Unit Heads are informed of complaints and will be accountable for the management of these complaints. 6. Ensure that Department/Unit Heads are informed of compliments and are accountable for feedback to employees. 7. Provide assistance for the complainant in the formulation and lodgement of complaints.

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	<ol style="list-style-type: none"> 8. Handle complaints quickly and courteously. 9. Consider, where appropriate, financial compensation to complainants as part of the resolution of their complaint during conciliation under the <i>Health and Community Services Complaints Act 2004 (SA)</i>. 10. Refer complaints, when necessary, to appropriate external bodies such as the Office of the Health and Community Services Complaints Commissioner or professional regulatory body. 11. Ensure that processes exist to determine and implement remedies to complaints. 12. Appropriately and systematically record complaints and their outcomes. 13. Ensure complaints and compliments are classified in assimilation, in order to examine all levels of feedback. 14. Appropriately report on the operation of the consumer feedback management process against documented performance standards. 15. Review the consumer feedback management process regularly to ensure that it is efficiently delivering effective outcomes.
Related Documents:	<ul style="list-style-type: none"> • CYWHS Consumer and Community Participation Policy. • CYWHS Incident Management Policy. • Your Rights and Responsibilities: A Charter for the Consumers of the Public Health System, SA Department of Health, Policy and Legislation. • Your Rights and Responsibilities, CYWHS 2009. • ISO 10002:2004. Customer Satisfaction – Guidelines for Complaints Handling in Organisations. • Australian Council for Safety and Quality in Health Care - Better Practice Guide on Complaints Management for Health Care Services, July 2004. • Better Practice Guide; Complaint Management, Department of Human Services, 2003. • Responding to Complaints about Health or Community Services: A Guide for Providers, Health and Community Services, Complaints Commissioner, February 2006. • Policy for Payment of Financial Compensation Arising from Complaints in the Public Health System in South Australia, SA Health, October 2008.
Legislation:	<ul style="list-style-type: none"> • <i>Ombudsman Act 1972 (SA)</i>. • <i>Health and Community Services Complaints Act 2004 (SA)</i>.
Key Words:	Consumer feedback, complaints, complaints management, complainant, rights and responsibilities.
Supporting Procedures/ Guidelines:	<ul style="list-style-type: none"> • Consumer Feedback Management Procedure. • Guidelines for Responding to Customer Feedback - CYWHS Intranet.
Effectiveness of this Policy:	<ul style="list-style-type: none"> • Regular survey of complainants to determine level of satisfaction with the management of their complaint. • Consumer complaints measurement through monitoring and regular reporting from the Consumer Feedback database.