

## **Compliments, Comments & Complaints Feedback Policy**

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- Purpose of Policy** For families, carers or participants to complete a compliments, comments or complaints form if they want to:
- Compliment the service or a member of staff
  - Make a comment or suggestion on how Knoxbrooke can improve its services
  - Make a complaint if unhappy with the service that is being received.
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### **Definitions**

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- Policy** Also see:
- Compliments, comments and complaints form
  - Complaints & disputes policy and procedure

Knoxbrooke is committed to continually improving and developing its range of services and Knoxbrooke values comments and feedback.

Knoxbrooke will encourage family, carer and participant feedback as much as possible and to encourage them to put this feedback into writing.

Knoxbrooke will share or act upon this feedback.

Knoxbrooke keeps a central register of all compliments, comments and complaints.

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## Compliments Comments and Complaints Feedback Procedure

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**Procedure** When families, carers or participants use a compliments, comments & complaints form (see image copy on page 2 of this procedure), Knoxbrooke will ask if they would like a response and if so ask that they provide their contact details.

The form can be posted to Knoxbrooke via P.O. Box 79 or handed in at the 977 Burwood Highway Ferntree Gully reception.

If people need help completing this form or would like to receive the form in an alternative format (plain English or large text), ask them to speak to reception or contact Knoxbrooke on 9758-3666.

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All compliments, comments and complaints forms are initially submitted to The General Manager for processing.

### **Compliments**

When compliments are received this information will be passed on to the relevant member of staff or team who have been mentioned in the compliment. The compliment will also be acknowledged by the CEO and filed in the Service Improvement Register.

It may also be used as evidence of good practice and help other service areas to continually improve its service delivery.

### **Comments**

When comments are received the General Manager will make the appropriate considerations in line with Knoxbrooke's continuous improvement system.

If the request requires a response to the comment, Knoxbrooke will contact the person making the comment within 14 days to advise them of what action has been taken.

### **Complaints**

Knoxbrooke supports the right of our participants and their families or carers to make a complaint and will strive to resolve all complaints in a timely and satisfactory manner.

No one will be treated less favourably or penalised for making a complaint and complaints are treated with confidentiality.

Knoxbrooke responds to a complaint within 3 weeks however, Knoxbrooke will advise the person making the complaint if the response may take longer and the reason for the delay.

Please also refer to the:

- Complaints & disputes policy and procedure
- Compliments, comments and complaints form (see image copy below)



## Compliments, Comments and Complaints Form

Today's Date: \_\_\_\_\_

Please tick the relevant box:

Compliment    Comment    Complaint

If you have made a comment or complaint, do you require a response?

No    Phone    Letter    Email

Please write your compliment, comment or complaint below:

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(If you did not have enough room, please attach additional sheets as required).

Please tick if you would prefer to remain anonymous (this will prevent us from responding to your feedback directly).

**Your Details**

Your Name: \_\_\_\_\_

Your Address/Email: \_\_\_\_\_

Your Phone Number: \_\_\_\_\_