

**Access Sydney Community Transport
Section 3 Service Delivery
Policy 3.07 Compliments, Complaints and Suggestions**

Policy Statement

ASCT respects each person's dignity by promoting the right of individuals to give compliments, complaints & suggestions. ASCT welcomes feedback as opportunities to support service improvement.

Policy Protocols

- ASCT will process client feedback within ten days, fairly, confidentially and without retribution.
- Complaints will be treated confidentially and will not be discussed with anyone who does not have a genuine responsibility for resolving the issue.
- ASCT will respect a client's choice to use an advocate to provide input and/or make a complaint and will negotiate with the advocate to resolve the issue(s) promptly.
- ASCT clients who choose to discontinue a service, due to dissatisfaction, will be advised that they may access the service at a future date.
- ASCT will ensure no client is discriminated against or be the subject of retribution due to making a complaint.
- ASCT will ensure Team Members are trained to encourage and support the Client's right to provide feedback to the service.
- ASCT clients will be provided with a variety of methods in which to log their feedback.
- All complaints, concerns & compliments will be recorded on the ASCT Quality Management System (QMS).

Related Procedures

- [PRO 3.02-2](#) Client Rights and Responsibilities
- [PRO 3.07-1](#) Client Complaints, Concerns and Compliments.
- [PRO 3.10-1](#) Advocacy

Relevant Standard

Commonwealth Home Care Standards

2. Appropriate Access & Service Delivery
3. Client's Rights & Responsibilities

Disability Service Standards

1. Rights
2. Participation & Inclusion

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3. Individual Outcomes
4. Feedback and Complaints
5. Service Access

Policy History

POLICY REVIEW		
Version	Date Approved	Key Amendments
1	24/04/2015	Nil
2.	20/03/2017	Loaded on QMS
3.	15/09/2017	Reviewed by the Board and adopted by via circular motion.
4.	29/9/2017	Updated on QMS
5.	11/10/2017	Reviewed by Board taking up Third Party Verification advice to add two additional points

APPROVED BY	
Board	Chairperson: Chris Spackman
Signature:	Date: 11/10/2017