

Manning Valley & Area Community Transport Group Inc.
Section 3 Service Delivery
Policy 3.07-v2 Compliment, Complaints and Suggestions

Policy Statement

MVACTG Inc. respects each person's dignity by promoting the right of individuals to give compliments, complaints & suggestions to assist the Service to improve. The Service welcomes feedback as opportunities for service improvement.

Policy Protocols

MVACTG Inc. will process Consumer feedback promptly, 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.

The Service will respect a Consumer'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.

All compliments, complaints & suggestions will be recorded on the Quick Compliments & Suggestion Form or a Complaints Record Form as appropriate.

Consumers who choose to discontinue a service, due to dissatisfaction, will be advised that they may access the Service at a future date.

The Service will ensure no Consumer is discriminated against or be the subject of retribution due to making a complaint.

The Service will ensure Team Members are trained to encourage and support Consumers right to provide feedback to the Service.

Related Procedures

- [PRO 3.02-2](#) Consumer Rights and Responsibilities
- [PRO 3.07-1](#) Consumer Compliments, Complaints and Suggestions
- [PRO 3.10-1](#) Advocacy

Relevant Standard

Home Care Standards

2. Appropriate Access & Service Delivery
3. Consumers Rights & Responsibilities

Disability Service Standards

4. Feedback and Complaints

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Policy History

No: 3.07-v2	Compliments, Complaints & Suggestions		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
30/6/18	8/3/16	See improvement request	Team members	Meeting	17/3/16