



Client Feedback Policy

Policy	Client Feedback Policy
Applicability	Bower Place
Authorisation	General Manager / Directors
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Policy Owner	Directors

Bower Place is committed to providing a high standard of care and meeting the needs of clients. We appreciate clients taking time to let us know what they think we do well and where we can make improvements.

If clients have a concern, chances are that may not be alone. Client feedback could make Bower Place aware of issues that are not known, or that clients may be personally upset about.

Bower Place asks clients about any concerns or questions they may have about our service. Alternatively, clients are able to use the feedback form attached to this document.

Complaints

If clients have a complaint, Bower Place will respond to it promptly and sensitively. Feedback information is treated as confidential and managed according to privacy obligations.

Clients play an important role in resolving the problem by providing as much relevant information as possible. Bower Place investigate complaints thoroughly to know what happened and why, and to address ways to prevent it happening again. Bower Place will keep clients informed at all times throughout the process.

Bower Place will work with clients to assess the most appropriate way to resolve the problem and the best outcome. Bower Place ask that clients consider the outcome they would like and will strive to work towards this. Bower Place will provide clients with all the facts about any incidents or occurrences and any strategies that are devised to improve our service as a result.

Improvement of service

Bower Place have an ongoing commitment to improving our level of service. A copy of our Complaints Policy is available on our website: www.bowerplace.com.au

Further action

The office of the Health and Community Services Complaints Commissioner:

- Helps people – service users, carers and service providers – resolve complaints about health and community services, including child protection services, when a direct approach to the service provider is either unreasonable, or has not succeeded
- Covers health and community services across the public, private and non-government sectors
- Handles complaints confidentially and impartially
- Operates a telephone enquiry service:
 - Monday to Thursday 10.00am to 4.00pm
 - Phone 08 8226 8666
 - Toll Free in regional South Australia 1800 232 007
 - Fax 08 8266 8620

As per the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018, NDIS clients may also lodge complaints to the NDIS Commission using the following details:

NDIS Quality and Safeguards Commission

Telephone 1800 035 544

Download an NDIS Complaint Form from <https://www.ndis.gov.au/contact/feedback-and-complaints>, complete it and return it via one of the following methods:

- Email: feedback@ndis.gov.au
- Post: National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601

- Drop your form off at any National Disability Insurance Scheme Office
- Online at <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>



Bower Place Client Feedback Form

If you would like us to follow up your comments, please provide your name and contact details.

Name:

Address:

Day time telephone number:

Special needs – do you have any special requirements e.g. services of an interpreter?

Please describe your concern below:

What happened?

How can we improve or resolve this issue?

Please provide any other relevant information:

If you have any compliments, please share them below:

Feedback Submission

Please mail the completed feedback form to:

Bower Place

PO Box 379

RUNDLE MALL SA 5000

Or you can send us an email message setting out your concerns at:

info@bowerplace.com.au

Complaints are addressed using our formal complaints policy which can be found at https://www.bowerplace.com.au/wp-content/uploads/2019/07/Client-Complaints-Policy_Bower-Place_v1.0_26_2_2019.pdf

