

Complaints culture questionnaire for your organisation

Is it *really* OK to complain about your organisation?



(Please note: The references against each statement relate to a relevant section of the *DSC Good practice guide and self-audit tool* available on the Disability Services Commissioner website: www.odsc.vic.gov.au)

Think about your organisation as a whole and consider the extent to which you agree with each statement below...	Strongly Disagree					Strongly Agree				
	1	2	3	4	5	1	2	3	4	5
1. Service users and families know that they have the right to complain. (1.5.)	1	2	3	4	5					
2. Services users and families know that you have a system for responding to complaints. (1.6.)	1	2	3	4	5					
3. Service users and families feel comfortable raising complaints with you. (1.6, 1.8., 1.9., 1.11., 2.1., 2.2., 2.3., 3. 5.4.)	1	2	3	4	5					
4. Service users and families would say that you are open to hearing complaints. (1.7., 3.2., 3.3., 3.4., 3.5., 4.1., 4.2., 4.3., 4.4.)	1	2	3	4	5					
5. Service users and families are involved in the development and review of your approach to complaints.(Chapter 1, Chapter 2)	1	2	3	4	5					
6. Your organisation is open to feedback (including complaints) from service users and families. (1.1.,1.2.,1.3.,1.4.,1.7.,1.8., 1.9.,1.10., 1.11)	1	2	3	4	5					
7. You seek feedback from services users and families who have complained on the process (not necessarily the outcome). (5.5.)	1	2	3	4	5					
8. You seek feedback from those service users and families who have not made a complaint. (Chapter 2, 5.2.2.)	1	2	3	4	5					
9. You have a variety of ways for regularly seeking feedback from service users and families.(Chapter 2)	1	2	3	4	5					
10. Service users and families would know that they can complain to the Disability Services Commissioner. (4.5., 4.11.3., 4.11.5.)	1	2	3	4	5					
11. Staff in your organisation are comfortable and non-defensive when receiving a complaint from a service user and families. (1.10., 3.6.2., 3.6.3., 3.6.6.)	1	2	3	4	5					
12. Staff acknowledge to service users and families when they have made a mistake or offer an apology. (1.10., 3.6.2., 3.6.3., 4.10.)	1	2	3	4	5					
13. Staff feel heard when they make a complaint to their manager about the organisation.(3.6.2.,3.6.4)	1	2	3	4	5					
14. Staff see it as part of their role to receive complaints about the service. E.g. included in position descriptions. (1.10., 3.6.1., 3.6.2., 3.6.3., 3.6.4., 3.6.5., 3.6.6., 3.6.7.)	1	2	3	4	5					
15. Staff know what a complaint is and have the necessary knowledge to respond to complaints. (1.10., 3.6.2., 3.6.3., 4.6., 4.7., 4.8., 4.9.,)	1	2	3	4	5					

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16. Staff have the necessary skills to respond to complaints and deal with conflicts. (1.10., 3.6.2., 3.6.3., 4.6., 4.7., 4.8., 4.9.)	1	2	3	4	5
17. Responding to complaints is seen as everyone's responsibility. (1.5., 1.6., 3.6.1., 3.6.2.)	1	2	3	4	5
18. Staff fully understand what complaints they have authority to resolve. (1.10., 3.6.1., 3.6.2., 3.6.3., 3.6.4.)	1	2	3	4	5
19. Staff are given clear delegation to handle complaints quickly and fairly. (1.10., 3.6.1., 3.6.2., 3.6.3., 3.6.4.)	1	2	3	4	5
20. The learning's from complaints are regularly discussed in team/management meetings. (3.6.1., 4.6.3., 5.1., 5.3.)	1	2	3	4	5
21. After a complaint has been handled managers discuss with staff what went well and what could be done differently next time. (3.6.1., 3.6.2., 3.6.4., 3.6.5.)	1	2	3	4	5
22. You routinely collect complaint information and analyse any themes or trends emerging from this information. (4.12., 4.12.1., 4.12.2., 4.12.3., 4.12.4., 5.3., 5.2.4.)	1	2	3	4	5
23. You have made service improvements as a result of a complaint/s. (5.2., 5.2.3., 5.2.5.)	1	2	3	4	5
24. Changes that are made as a result of complaints or feedback are regularly and openly conveyed to service users, families, staff and Board of management. (5.1., 5.2., 5.2.1., 5.3., 5.4.,)	1	2	3	4	5
25. You would feel comfortable making a complaint to your organisation if you were a service user or family. (5.4.)	1	2	3	4	5
Scoring: Count the number of 4s and 5s above and enter your total score here					

	Overall rating
21 or more	Great effort. You have an organisation where it is OK to complain, and are always looking for how to further improve on this work.
16- 20	Doing well. You are happy with most parts of your complaints culture, but can see there a few more things to improve.
9 to 15	Making progress. You are improving the culture of your organisation in relation to complaints and aware that there is still work to be done.
8 or fewer	Looking for improvement. You are aware that you are missing the opportunity to improve the quality of your service through the complaints provided.



(Note: This questionnaire is intended to provide you with a quick overall impression of the extent to which your organisation has a positive culture in relation to complaints. It is **not** a substitute for the comprehensive self audit tool which forms part of the good practice guide as this tool looks at both culture and systems. The references against each statement relate to the relevant section of the guide and self audit tool. The Good practice guide and self audit tool is available at: <http://www.odsc.vic.gov.au/publications.htm#guide>).

The Office of the Disability Services Commissioner can assist you through consultancy, education and training to have a culture where it is OK to complain. We also have questionnaires for staff, service users, family and advocates. For further information contact either David Sykes on 8608 5764 or Sandra Myerscough on 9608 5769.