

# Is it OK for people to complain about your organisation?

## Complaints Culture Surveys: Instructions for use

A positive complaints culture is one in which people feel comfortable to provide feedback, positive or negative, about the disability supports they receive. This not only empowers the people you support but can also assist in improving the overall quality of the services you provide.

The aim of the Complaints Culture Surveys is to identify, based on feedback from the people you support, their families, advocates and staff at all levels of the organisation, the degree to which the message '*It's OK to Complain!*' applies to your organisation. The surveys will identify areas where you are doing well and areas where you could further improve. Versions of the survey developed specifically for use by each of these stakeholder groups are available on our website [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

It is important to note that each person who completes a complaints culture survey does so from their own perspective and that each perspective is legitimate based on their experience and perception of the organisation and its culture.

### Implementation

- We strongly recommend that the surveys, which you may wish to copy on to your letterhead, be accompanied by a letter from management indicating your commitment to improving how the organisation responds to feedback and complaints and encouraging people to participate.
- The staff survey is in two parts:
  - Questions 1-8 mirror the surveys for families/advocates and service users (i.e. a focus on people's perception of whether the organisation is OK about receiving and listening to complaints) and allows you to easily compare responses from each of the stakeholder groups.
  - Questions 9-18 focus on the quality management systems you have in place to support a positive complaints culture from a continuous improvement and human resources perspective.

### Using the results

It is up to each organisation as to how the results of the surveys are collated and actioned. An approach we recommend would be to collate the responses on the basis of positive, neutral and negative responses and, in conjunction with representatives from each of the stakeholder groups, use the following questions (and any others you think relevant) to analyse the results:

- Where have you done well and how can you build on this?
- Where haven't you done as well and how can this be addressed?
- What inconsistencies exist in the feedback received from each stakeholder group and from different areas of the organisation?
- How can the information be used to inform future planning and work required in this area (e.g. staff training, strategies for encouraging service users to express their views and opinions)?
- How will you prioritize actions arising from the survey responses?

Once this process is completed, we recommend that consideration is given to how the results of the surveys, and any actions arising, will be communicated to each stakeholder group.



An in depth review of your organisation's complaints culture and management system can be obtained by complementing the use of these surveys with the self audit tool contained in the Disability Services Commissioner *Good Practice Guide and self audit tool*.

