

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

The aim of this survey is to obtain feedback on the degree to which the message 'It's OK to Complain!' has become part of our organisational culture. There are no right or wrong answers. The information sought is purely based on your perception of how complaints are handled within our organisation.



(Optional) Please mark the box that best suits your position : <input type="checkbox"/> Direct Support <input type="checkbox"/> Administration Staff <input type="checkbox"/> Team Leader, Supervisor <input type="checkbox"/> Program Manager, Senior Management <input type="checkbox"/> Other	(Optional) Please mark the box that best suits your work area: <input type="checkbox"/> Administration/Corporate <input type="checkbox"/> Day Services <input type="checkbox"/> Accommodation <input type="checkbox"/> Respite (in home) <input type="checkbox"/> Individual Support Package <input type="checkbox"/> Case Management <input type="checkbox"/> Employment <input type="checkbox"/> Other
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**(Please note:** The references alongside each statement relate to a section of the Disability Services Commissioner (DSC) *Good practice guide and self-audit tool* available on the DSC website: <http://www.odsc.vic.gov.au/publications.htm#guide>)

Think about our organisation and consider the extent to which you agree with each statement below.	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1. Our organisation advises people who use our services and their families and advocates that they have the right to complain. (Chapter 7.3.2, 1.2 d.)	1	2	3	4	5
2. People who use our services, families and advocates know what process to follow to make a complaint. (1.6.)	1	2	3	4	5
3. People who use our services, families and advocates are comfortable making a complaint to us. (Introduction, Chapter 2., 1.6., 1.8., 1.9., 1.11., 2.1., 2.2., 2.3., 3. 5.4.)	1	2	3	4	5
4. People who use our services, families and advocates would say that our organisation is responsive to 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. Our organisation acknowledges when we have made a mistake and offers an apology to people who use our services and their families. (1.10., 3.6.2., 3.6.3., 4.10.)	1	2	3	4	5
6. Our organisation has a variety of ways for regularly seeking feedback from people who use our services, their families and advocates. (Chapter 2)	1	2	3	4	5
7. Changes and service improvements that are made as a result of complaints or feedback are openly communicated to people who use our services, families, advocates, staff and Board of Management. (5.1., 5.2., 5.2.1., 5.3., 5.4.,)	1	2	3	4	5
8. People who use our services, families and advocates are informed that they can complain to the Disability Services Commissioner. (4.5., 4.11.3., 4.11.5.)	1	2	3	4	5

## Do our organisation's Human Resources and Quality Management Systems support a positive complaints culture?

Think about our organisation and consider the extent to which you agree with each statement below.	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
9. You are aware of the different ways a complaint can be expressed. (Introduction, Chapter 2.)	1	2	3	4	5
10. You respond objectively when receiving a complaint from people who use our services, their families or advocates. (1.10., 3.6.2., 3.6.3., 3.6.6.)	1	2	3	4	5
11. You are comfortable raising complaints about the organisation on behalf of people who use our services, families and advocates	1	2	3	4	5
12. You see it as part of your role to receive complaints about the service, e.g. it is included in your position description. (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
13. You understand what is expected of you when you handle a complaint so you can respond quickly and fairly. (1.10., 3.6.1., 3.6.2., 3.6.3., 3.6.4.)	1	2	3	4	5
14. You are confident that you have the necessary skills 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
15. All staff understand that everyone has a role in how a complaint is handled. (1.5., 1.6., 3.6.1., 3.6.2.)	1	2	3	4	5
16. After a complaint has been responded to, your manager discusses with you what went well and what can be done differently next time to improve complaint handling. (3.6.1., 3.6.2., 3.6.4., 3.6.5.)	1	2	3	4	5
17. Our organisation collects complaint information and analyses 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
18. People who use our services, families and advocates are involved in the development and review of our approach to complaints handling.(Chapter 1, Chapter 2)	1	2	3	4	5

Date completed:



Thanks for your feedback!

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