



ST JOHN OF GOD
Social Outreach

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Owner Gina Crews:
Manager Quality,
Safety and Risk
Area Services-Social
Outreach
Applicability Social Outreach
(Australia and
Timor-Leste)
Tags International
Health

SV SO 4408 International Health Complaints and Feedback Management Policy

Our Vision - We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those most in need.

Our Mission - To continue the healing mission of Jesus.

PURPOSE

The purpose of this policy is to –

1. Outline the SJGIH commitment to timely and transparent management of complaints and feedback from our stakeholders, including beneficiaries, counterparts and development partners;
2. Provide information about making complaints and providing feedback to St John of God International Health and, if required, to the Australian Council for International Development (ACFID);
3. Outline the procedure SJGIH will use to manage complaints and feedback.
4. Contribute to the SJGHC Strategic Themes of Clinical Excellence and Strengthening our Culture.

RELATED DOCUMENTS

[SV SO 4406 0000 0001 Disability Inclusion Toolkit](#)

SCOPE

This policy applies to:

St John of God Social Outreach (SJGSO) is a Service established under St John of God Outreach Services (SJGOS), which is a wholly owned subsidiary of St John of God Health Care (SJGHC). St John of God International Health (SJGIH) is a service stream of SJGSO.

Organisational

St John of God Services (International Health)

Individual

SJGHC Caregivers (all employed personnel);

Contractors;

Visiting Medical Officers;

Student and volunteers;

Diocesan Catholic Chaplains and representatives of other faiths.

Trustees

Board

Other health practitioners, accredited or contracted, who provide care or services to patients, clients and caregivers of SJGHC.

Collectively referred to as "caregiver"

SUBJECT MATTER

Complaints and Feedback Management

St John of God International Health (SJGIH) commits to the timely and transparent management of complaints and feedback from stakeholders including beneficiaries and development partners.

POLICY

SJGIH Complaints and Feedback Principles

1. SJGIH will be fair, empathetic, and responsive when receiving complaints and feedback by undertaking:
 1. Complaints and feedback are:
 - Received in the spirit of our values, openness, fairness, and without judgement or bias;
 - Used for continuous quality improvement;
 2. Information about how to make a complaint or give feedback is provided to all stakeholders in an accessible way, including providing the plain language statement

entitled 'SJGIH Complaints and Feedback Information for Participants in Development Activities' in local language;

3. An interpreter is available if required to capture the full intent and extent of the complaint or feedback;
4. Any concerns about access to making a complaint, particularly for people who are vulnerable and unable to access the usual channels, are followed up to provide opportunities to make complaints or give feedback in ways that are more suitable to them;
5. Confidentiality is maintained, and people making complaints are aware they can remain anonymous and not have their details recorded;
6. Stakeholders know how to make a complaint or give feedback about SJGIH if they believe SJGIH has breached the ACFID code of conduct.

SJGIH Complaints and Feedback Responsibilities

1. SJGIH Director will undertake and promote:
 1. SJGIH principles of receiving complaints or feedback are maintained;
 2. A culture of welcoming and justice for stakeholder's views;
 3. Stakeholders are aware of their rights with respect to making complaints and giving feedback, and they are aware of the process for doing so;
 4. Appropriate recording, escalation and review of complaints and feedback through organisational mechanisms, including by recording in RiskMan and review at the Social Outreach Quality, Safety and Risk Committee;
 5. Caregivers receive training periodically, including in the use of the complaints management software (RiskMan), to understand complaints and feedback are received, registered and escalated appropriately according to the level of risk posed;
 6. Caregivers understand their responsibilities for receiving complaints or feedback, including the ability to make a complaint anonymously and maintain confidentiality;
 7. Evaluation of the effectiveness of complaints management.
2. All SJGIH Leadership Team members will undertake and promote:
 1. Stakeholders participating in programs are provided with the 'SJGIH Complaints and Feedback Information for Participants in Development Activities' Statement at the commencement of their interactions;
 2. Provision of the 'SJGIH Complaints and Feedback Information for Participants in Development Activities' Statement is recorded in the attendance records
 3. The SJGIH Complaints and Feedback Management Poster is displayed in offices.
3. All SJGIH Caregivers will understand that:
 1. They are familiar with the 'SJGIH Complaints and Feedback Information for Participants in Development Activities' Statement, and the process for making this available to stakeholders and participants;
 2. They know how to record, register and perform a risk rating and escalation of a

complaint or feedback

3. Confidentiality is maintained and understand that people making complaints and giving feedback can do so anonymously.

Information for Stakeholders

1. SJGIH caregivers will provide the following to all stakeholders:
 1. Information about how to make complaints and provide feedback must be made available to all stakeholders by:
 1. Providing the 'SJGIH Complaints and Feedback Information for Participants in Development Activities' Statement to all program participants;
 2. Displaying the SJGIH Complaints and Feedback process in the main service office;
 2. Stakeholders can make a complaint or provide feedback either verbally or in writing by:
 - a. Contacting the Service Manager at each of the sites where we have a presence:
 - In Timor-Leste write to the Country Manager, Dr Lourenco Camnahas at lourenco.camnahas@tjsjog.org or call +670 7845 7953;
 - In Papua New Guinea write to Haus Bung Manager Ms Kesia Waliapan at mhbdc2017@gmail.com or call +675 7458 9125
 - b. Contacting the St John of God Social Outreach Director International Health in writing at international.health@sjog.org.au, or by calling +61 419 024 834.

Receiving, Recording, Reporting and Reviewing Complaints and Feedback

1. SJGIH service and program offices will have focal points for stakeholders to contact to make their complaints and give feedback, with the information provided including:
 1. Specific caregivers who can be contacted directly;
 2. Generic email addresses that are independent of individuals.
2. Caregivers who receive complaints and feedback will enter the details into the organisation's complaints management system (RiskMan), which has risk management features that have the ability to:
 1. De-identify complaints and feedback;
 2. Triage complaints and risk rate them according to a risk management matrix;
 3. Escalate complaints and feedback to the appropriate manager or director;
 4. Record actions taken and provision of feedback to the stakeholder.

Investigation of Complaints and Feedback

1. Investigations will be conducted according to the St John of God Health Care procedure (see

CG0012 0001 Complaints Management Procedure).

Providing a Response to Complaints and Feedback

1. A response will be provided to the stakeholder making the complaint or providing the feedback either in writing or verbally, whichever is the preference of the stakeholder.
2. In circumstances where it is warranted, SJGIH will provide support and assistance to stakeholders making complaints, which may include financial, psychosocial, or material support.

Referral of Complaints and Feedback

1. If SJGIH is unable to respond to the complaint or feedback due to the issue being outside the control or scope of the organisation, every attempt to refer the matter to the agency who can respond will be made.
2. If stakeholders making complaints or feedback are dissatisfied with the response, SJGIH will support them to refer the complaint or feedback to the appropriate ACFID department responsible for the Code of Conduct.
3. If stakeholders would like to make a complaint or provide feedback directly to ACFID, SJGIH will make sure they have the information they need to do so.

ATTACHMENTS

SJG International Health Complaints and Feedback Information for Participants in Development Activities (Appendix A)

[220722_IH_ComplaintsAndFeedback_Statement_E_v1.0.docx](#)

SJG International Health Complaints and Feedback Management Poster (Appendix B)

[220324_IH_ComplaintsAndFeedback_Poster_E_v1.0.docx](#)

BREACH OF POLICY

Failure to comply with this Policy by a member of SJGHC may be considered a breach of the Code of Conduct and may result in disciplinary action.

LEGISLATION

Nil

AUTHORITY

N/A

ASSOCIATED DOCUMENTS

[CG0012 Consumer Feedback Policy](#)

[CG0012 0001 Complaints Management Procedure](#)

[SV SO 4403 International Health External Stakeholder Engagement Policy](#)

[SV SO 4403 0001 International Health External Stakeholder Engagement Procedure](#)

[SV SO 4405 International Health Gender Equality, Equity and Inclusion](#)

[SV SO 4406 International Health Disability Inclusion Policy](#)

S0612 International Health Transparency and Separation of Development and Non-Development Activity Guideline

GLOSSARY

ACFID

The Australian Council for International Development

CAREGIVER

Any person (paid or unpaid) who provides services to SJGIH, including Employees, Volunteers, Contractors, and visitors.

COMPLAINT

An expression of something that is unacceptable / unsatisfactory. It is negative and is a statement of criticism.

FEEDBACK

Comprises both positive and negative statements and has scope for improvement.

STAKEHOLDERS

Individuals or groups who are affected by, involved in or can influence development and implementation of development activities. For the St John of God International Health development activities, the word stakeholder will be taken to include beneficiaries, counterparts and development partners.

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Attachments

[220324_IH_ComplaintsAndFeedback_Poster_E_v1.0.docx](#)

[220722_IH_ComplaintsAndFeedback_Statement_E_v1.0.docx](#)

Approval Signatures

Step Description	Approver	Date
Owner / Approver	Gina Crews: Manager Quality, Safety and Risk	Jul 2022

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