

# Policy: Complaints and Feedback

**Version: 3**

## Purpose

St John WA and its related entities (St John WA) aim to provide a high standard of care that meets the needs and expectations of our patients and customers. This Complaints and Feedback Policy (Policy) ensures that Feedback on the products and services of St John WA can be easily provided and outlines how we will collect, record, handle, and report on all Feedback received.

Feedback, which can be either positive or negative, includes information, opinions, or comments provided by individuals, patients, customers or Team Members about their experiences, perceptions, or satisfaction with our products, services, or organisation. St John WA welcomes Feedback from anyone regarding the quality of care and service we provide.

This Policy provides a commitment that we will handle Feedback and resolve any Complaints in a consistent, systematic, and responsive manner, using these opportunities to identify trends and ensure Continual Improvement in our services.

All departments may have specific procedures for handling Complaints and Feedback, but they must align with this overarching Policy and the Complaints Management Framework.

## Scope

This Policy applies to Complaints and Feedback:

- pertaining to products or services provided by St John WA and the behaviour of all Team Members during the provision of these services; And
- relating to Child Safety. St John WA has zero tolerance for any conduct that places the health, safety or wellbeing of Children and Young People under the age of 18 years (Children) at risk or for any behaviour that harms.

Included within the scope of this Policy are Complaints and Feedback received via Ministerial requests. These requests are coordinated by the Commercial & Contracts Department of St John WA.

Team Members may submit positive Feedback regarding another Team Member, which will be addressed under this Policy.

This Policy is applicable to and must be adhered to by all Team Members of St John WA.

## Out of Scope

Complaints relating to Clinical Incidents are not covered under this Policy and the [Clinical Incident Management Policy](#) should be consulted to address Complaints of this nature.

Team Member Complaints relating to other Team Members, or any aspect of the work environment including, but not limited to, unlawful discrimination, harassment, bullying, victimisation and reportable conduct, are not addressed under this Policy. The [Code of Conduct](#), [Acceptable Workplace Behaviour Policy](#), [Whistleblower Policy](#), and [Ahpra Registration & Reporting Obligations Group Standard](#) should be consulted for details on how to address Complaints of this nature.

For further clarification on which Policy applies, Team Members can consult their Line Manager or the People Services or Compliance Departments.



## Principles

Principle	Key Elements
<b>Accessibility</b>	Information pertaining to how to submit Feedback, including how to raise a Complaint, the Complaints Management and Resolution Process, and a timeline for response is easily accessible by everyone on our website - <a href="https://stjohnwa.com.au/Feedback">Feedback (stjohnwa.com.au)</a> .
<b>Child Safety</b>	St John WA is committed to ensuring the safety, wellbeing, and protection of all Children who engage with our services or activities. All Complaints and Feedback involving or affecting Children will be handled by the Child Safeguarding Officer with the utmost care, sensitivity, and urgency.
<b>Confidentiality</b>	Personally identifiable information concerning the Complainant should be available where required but only for the purpose of addressing the Complaint within St John WA. If the Complainant wishes to remain anonymous and does not want to be informed of the outcome of any investigation, this will be respected by St John WA. Personally identifiable information concerning the Complainant will only be used for addressing the Complaint and will be protected in line with the Privacy Act 1988 (Cth) and the <a href="#">Privacy Policy</a> .
<b>Continual Improvement</b>	We will regularly review whether there are identifiable trends from Feedback and Complaints and use that information to implement changes that ensure the Continual Improvement of our services.
<b>Customer-focussed</b>	We have adopted a customer-focussed approach to our Complaints and Feedback Management Process, respecting the needs and experiences of Complainants. We handle all Complaints with fairness, empathy, and respect, understanding the emotional aspect involved in expressing concerns.
<b>Documentation</b>	All correspondence with the Complainant and regarding the Complaint will be documented and stored securely and in accordance with the <a href="#">Information Management Policy</a> .
<b>Objectivity</b>	Every Complaint will be addressed in a fair, consistent, equitable, objective, and unbiased manner through the Complaints and Feedback Management Process, aligned with all St John WA policies.
<b>Responsiveness</b>	All Feedback will be acknowledged and, where appropriate, investigated in a timely manner. Complaints will be investigated and addressed promptly in accordance with their urgency.
<b>Training and Support</b>	St John WA provides training and support for all Team Members involved in the Complaints and Feedback Management Process, emphasising our commitment to a customer-focussed approach to managing Feedback within St John WA.
<b>Transparent Communication</b>	We will openly communicate expected timelines, steps being taken, and the outcome of the Complaints and Feedback Management Process, ensuring Complainants are fully informed.

## Process - Complaints

Each department must ensure they maintain systems and processes that provide a consistent approach to the handling of Complaints, including utilising an approved Complaints and Feedback Management System.

If any department within St John WA does not own and maintain their own Complaints handling procedure, they must adhere to the overarching St John WA Complaints Handling Procedure.

Complaints must be handled as per the process detailed in the Complaints Management Framework.

## Process - Feedback

Positive Feedback, including nominations for Compliments, Commendations and Exceptional Service regarding any Team Member of St John WA, will be handled by the Compliance Department.

Feedback can be provided in any of the following ways –



- Complete the [internal Feedback form](#) or [public Feedback form](#) (the latter should be used by external agencies, patients, bystanders etc);
- Email [Feedback@stjohnwa.com.au](mailto:Feedback@stjohnwa.com.au);
- Call 9334 1222 and ask for Compliance;
- Have a chat in person with a Compliance Team Member; or
- Post the details to Compliance, at 209 Great Eastern Highway, Belmont WA 6104.

## Roles and Responsibilities

Role	Specific Responsibility
<b>Compliance Department</b>	The Compliance Department oversees the overall Complaints and Feedback Management Process.
<b>Child Safeguarding Officer</b>	<p>The Child Safeguarding Officer (CSO) is responsible for handling Complaints and Feedback specifically relating to Child Safety.</p> <p>The CSO can be contacted by emailing <a href="mailto:safeguarding@stjohnwa.com.au">safeguarding@stjohnwa.com.au</a> or calling 0488 370 101.</p>
<b>Investigators</b>	Those tasked with investigating Complaints will ensure the fair, unbiased, and objective handling of complaints in alignment with St John WA's policies and procedures.
<b>Team Members</b>	All Team Members must contribute to the management of Feedback and Complaints in line with policy expectations by being aware of and complying with this Policy and the Complaints Management Framework.

## Related documents

Under this policy, the following documents are relevant and should be consulted if deemed appropriate:

1. Complaints and Feedback Management Framework
2. Code of Conduct
3. Child Safe Standards of Conduct Policy
4. Child Safety & Wellbeing Policy
5. Safeguarding Children Policy
6. Acceptable Workplace Behaviour Policy
7. Ahpra Registration & Reporting Obligations Group Standard
8. Whistleblower Policy
9. Information Management Policy
10. Clinical Incident Management Policy
11. Central Complaints Handling Process
12. Child Safety Complaints Handling Procedure
13. Complaints Handling Procedures



## Commitment to Complaints and Feedback

At St John WA we are committed to fostering a culture of continuous improvement and transparency. We recognise the value of Complaints and Feedback as tools to enhance the quality of our services and to meet the expectations of our patients, Team Members, and other stakeholders.

This Complaints and Feedback Policy underscores our dedication to maintaining the highest standards of service and care within our community.

As Board Chair and Group Chief Executive Officer, we fully support this Policy and the positive impact it has on our operations and stakeholders. We encourage all individuals to voice their concerns or suggestions, confident in the knowledge that they will be heard and acted upon.

Sally Carbon  
Board Chair

Kevin DF Brown  
Group Chief Executive Officer

## Definition / glossary

Heading / Topic	Definition
<b>Child, Children or Young People</b>	People who are under 18 years of age.
<b>Child Safety</b>	Child Safety includes matters related to protecting all children from child abuse, managing the risk of child abuse, providing support to a child at risk of child abuse, and responding to suspicions, incidents, disclosures or allegations of child abuse.
<b>Clinical Incident</b>	An incident that causes harm or has the potential to cause harm to a patient in our care.
<b>Complainant</b>	An individual who makes a Complaint.
<b>Complaint</b>	A formal expression of dissatisfaction or displeasure made by an individual or customer regarding St John WA products, services, or conduct.
<b>Complaints and Feedback Management Process</b>	The structured and systematic procedures put in place by St John WA to effectively handle, investigate, address, and resolve Feedback and Complaints submitted.
<b>Continual Improvement</b>	An ongoing and systematic effort to enhance products, services, processes, or overall performance within St John WA.
<b>Feedback</b>	Information, opinions, or comments provided by individuals about their experiences, perceptions, or satisfaction with our products, services, or organisation. Feedback can be either positive or negative.
<b>Policy</b>	A set of principles and rules for all Team Members to follow.
<b>Team Member</b>	An employee, volunteer, or contractor within St John WA.

### Policy Administration

<b>Policy Name:</b>	<b>Complaints and Feedback</b>		<b>Version No:</b> 3
<b>Policy Owner:</b>	Enterprise Performance	<b>Responsible Manager:</b>	Compliance Team Leader
<b>Risk Rating:</b>	High	<b>Review Cycle:</b>	Annual
<b>Date of Review:</b>	01/2025	<b>Due Date of Next Review:</b>	01/2026



Policy Administration		
Interdepartmental Relationships	Name	Date
Consulted with:	Legal	17/01/2025
	Child Safety Officer	17/01/2025
Policy Approver: Board Chair & Group Chief Executive Officer		
Date of Approval: 31/01/2025		
Compliance References		
Statutory:	[Insert details]	
Industry:	[Insert details]	

Version History		
Version	Description of Change	Author
2	Annual review. Inclusion of Complaints Management Framework.	Jacqui Robertson
3	Updated to include details on Child Safety	Jacqui Robertson