

Is it *really* OK to complain about the organisation supporting your family member?

Complaints culture questionnaire - family



(Please note: The references to each statement relate to a section of the *DSC Good practice guide and self-audit tool* available on the Disability Services Commissioner website:

<http://www.odsc.vic.gov.au/publications.htm#guide>)

Think about the disability service provider (provider) that supports your family member 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. You know that you and your family member have the right to complain. (1.5.)	1	2	3	4	5					
2. You know that there is a system for responding to complaints. (1.6.)	1	2	3	4	5					
3. You feel comfortable raising complaints with the provider. (1.6, 1.8., 1.9., 1.11., 2.1., 2.2., 2.3., 3. 5.4.)	1	2	3	4	5					
4. You feel that your provider is 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. Your provider has involved service users and families in the development and review of their approach to complaints. (Chapter 1, Chapter 2)	1	2	3	4	5					
6. Your provider routinely seeks feedback from services users and families who have complained on the process used to respond to your complaint (not necessarily the outcome). (5.5.)	1	2	3	4	5					
7. Your provider seeks feedback from those service users and families who have not made a complaint. (Chapter 2, 5.2.2.)	1	2	3	4	5					
8. Your provider uses a variety of ways for regularly seeking feedback from service users and families.(Chapter 2)	1	2	3	4	5					
9. You know that you can complain to the Disability Services Commissioner. (4.5., 4.11.3., 4.11.5.)	1	2	3	4	5					
10. Provider staff are non-defensive when receiving a complaint from you. (1.10., 3.6.2., 3.6.3., 3.6.6.)	1	2	3	4	5					
11. Provider staff are comfortable when receiving a complaint from you. (1.10., 3.6.2., 3.6.3., 3.6.6.)	1	2	3	4	5					
12. Your provider acknowledges when they have made a mistake or offers an apology. (1.10., 3.6.2., 3.6.3., 4.10.)	1	2	3	4	5					
13. You feel that staff see it as part of their role to receive complaints about the service. (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					
14. You feel staff 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					
15. You feel 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					
16. You feel staff 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					

Think about the disability service provider (provider) that supports your family member and consider the extent to which you agree with each statement below...	Strongly Disagree			Strongly Agree	
	1	2	3	4	5
17. You feel staff are comfortable raising complaints with their manager on behalf of service users and families.	1	2	3	4	5
18. You feel 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
19. You feel the provider has made service improvements as a result of a complaint/s. (5.2., 5.2.3., 5.2.5.)	1	2	3	4	5
20. You are made aware of any service improvements resulting from a complaint. (5.1., 5.2., 5.2.1., 5.3., 5.4.)	1	2	3	4	5
Scoring: Count the number of 4s and 5s above and enter your total score here					

	Overall rating
15 or more	Your provider is making a great effort. You have an organisation where it is OK to complain and always looking for how to further improve on this work.
11- 14	Your provider is doing well. You are happy with most parts of your provider's complaint handling but can see there a few more things to improve.
7 to 10	Your provider is making progress. Your provider is improving the culture of your organisation in relation to complaints and aware that there is still work to be done.
6 or fewer	Your provider will be looking for improvement. Your provider may be missing the opportunity to improve the quality of their 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).

For further information contact us on 1800 677 342.