

# Is it *really* OK to complain about your organisation?

## Complaints culture questionnaire - staff



**(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 your organisation and consider the extent to which you agree with each statement below...	Strongly Disagree			Strongly Agree	
	1	2	3	4	5
1. Service users and families know that they have the right to complain. (1.5.)	1	2	3	4	5
2. Services users and families know that you have a system for responding to complaints. (1.6.)	1	2	3	4	5
3. Service users and families feel comfortable raising complaints with you. (1.6, 1.8., 1.9., 1.11., 2.1., 2.2., 2.3., 3. 5.4.)	1	2	3	4	5
4. Service users and families would say that you are 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. Service users and families are involved in the development and review of your approach to complaints.(Chapter 1, Chapter 2)	1	2	3	4	5
6. Your organisation is open to feedback (including complaints) from service users and families. (1.1.,1.2.,1.3.,1.4.,1.7.,1.8., 1.9.,1.10., 1.11)	1	2	3	4	5
7. You seek feedback from services users and families who have complained on the process used to respond to their complaint (not necessarily the outcome). (5.5.)	1	2	3	4	5
8. You seek feedback from those service users and families who have not made a complaint. (Chapter 2, 5.2.2.)	1	2	3	4	5
9. You have a variety of ways for regularly seeking feedback from service users and families. (Chapter 2)	1	2	3	4	5
10. Service users and families would know that they can complain to the Disability Services Commissioner. (4.5., 4.11.3., 4.11.5.)	1	2	3	4	5
11. You are non-defensive when receiving a complaint from a service user and families. (1.10., 3.6.2., 3.6.3., 3.6.6.)	1	2	3	4	5
12. You are comfortable when receiving a complaint from a service user and families. (1.10., 3.6.2., 3.6.3., 3.6.6.)	1	2	3	4	5
13. You acknowledge to service users and families when you have made a mistake or offer an apology. (1.10., 3.6.2., 3.6.3., 4.10.)	1	2	3	4	5
14. You feel heard when you make a complaint to your manager about the organisation.(3.6.2.,3.6.4)	1	2	3	4	5
15. You feel comfortable bringing complaints on behalf of service users and family	1	2	3	4	5
16. You see it as part of your role to receive complaints about the service. e.g. 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
17. You know what a complaint is and 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

Think about your organisation and consider the extent to which you agree with each statement below...	Strongly Disagree			Strongly Agree	
	1	2	3	4	5
18. You 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
19. Responding to complaints is everyone's responsibility. (1.5., 1.6., 3.6.1., 3.6.2.)	1	2	3	4	5
20. You understand what complaints you have authority to resolve. (1.10., 3.6.1., 3.6.2., 3.6.3., 3.6.4.)	1	2	3	4	5
21. You 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
22. The learnings from complaints are regularly discussed in your team meetings. (3.6.1., 4.6.3., 5.1., 5.3.)	1	2	3	4	5
23. After a complaint has been handled managers discuss with you what went well and what can be done differently next time. (3.6.1., 3.6.2., 3.6.4., 3.6.5.)	1	2	3	4	5
24. You routinely collect complaint information and analyse 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
25. You have made service improvements as a result of a complaint/s. (5.2., 5.2.3., 5.2.5.)	1	2	3	4	5
26. Changes that are made as a result of complaints or feedback are regularly and openly conveyed to service users, families, staff and Board of management. (5.1., 5.2., 5.2.1., 5.3., 5.4.,)	1	2	3	4	5
27. You would feel comfortable making a complaint to your organisation if you were a service user or family. (5.4.)	1	2	3	4	5
<b>Scoring:</b> Count the number of 4s and 5s above and enter your total score here					

	Overall rating
21 or more	<b>Great effort.</b> Your organisation has a culture where it is OK to complain, and are always looking for how to further improve on this work.
16- 20	<b>Doing well.</b> You are happy with most parts of your organisation's complaints culture, but can see there a few more things to improve.
9 to 15	<b>Making progress.</b> Your organisation's culture towards complaints is improving and you are aware that there is still work to be done.
8 or fewer	<b>Looking for improvement.</b> You are aware that you are missing the opportunity to improve the quality of your 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. This questionnaire is also available on our website in other formats suitable for staff, service users and family).

**For further information contact us on 1800 677 342.**