

CheckUP Feedback, Compliments and Complaints Policy

Purpose

This Policy outlines CheckUP's approach to collecting, managing, responding to, and acting on compliments, complaints, suggestions and any other feedback (collectively referred to as feedback throughout this document).

CheckUP is committed to the establishment, implementation, and review of a customer-focused, and continually improving business environment. As part of our continual improvement process, CheckUP uses feedback to:

- identify service improvements
- increase customer satisfaction
- strengthen customer input into our services
- acknowledge areas of excellence.

We welcome all feedback relating to CheckUP services, programs, initiatives, networks, and events.

Scope

CheckUP collects feedback from many sources, both internal and external. This policy covers CheckUP's approach to feedback reported to us by **external** parties.

For Contracted Organisations it is a requirement of the Outreach Terms and Conditions to report to CheckUP any consumer complaints and/ or clinical incidents arising from the Deliverables.

Feedback CheckUP receives may relate to an incident or include a suggestion for improvement. Responses to the feedback itself are governed by this policy, while any incidents are managed in accordance with our Clinical Incident Policy and Procedure (doc_0212) and our Incident Management Procedure (doc_0364). Any suggestions for improvements raised are managed in accordance with our Quality Improvement, Nonconformity and Corrective Action Procedure (doc_0105).

Related Documents

- CheckUP Feedback Procedure
- External Feedback Form
- Clinical Incident Policy and Procedure
- Incident Management Procedure
- Quality Improvement, Nonconformity and Corrective Action Procedure
- Open Disclosure Policy
- CheckUP Risk Management Framework
- CheckUP Privacy Policy

Definitions

Complaint

A complaint is an expression of dissatisfaction or concern made to CheckUP about its services, programs, initiatives, networks, or events where a response or resolution is explicitly or implicitly expected, and where the issue is sufficiently specific and actionable to enable investigation and potential remediation.

For clarity, a complaint **does not include**:

- General feedback or opinions provided without an expectation of response
- Satisfaction or rating scores without accompanying actionable detail
- Submissions where insufficient detail prevents investigation.

Principles

CheckUP's feedback system is based on the following core principles.

Principle	What this means	How we address it
Visible	Information about how to provide feedback should be clearly communicated and easily available.	CheckUP promotes its feedback process through its website and makes the Feedback Policy and Feedback Form publicly accessible.
Accessible	Providing feedback should be simple and inclusive, with multiple options to suit different needs.	CheckUP accepts feedback via online form, email, phone, post, and in person, and supports the use of advocates where individuals may require assistance.
Responsive	Feedback should be responded to in a timely and appropriate manner.	CheckUP acknowledges feedback where appropriate and manages complaints through a defined process with established timeframes for response and resolution.
Fair and accountable	Feedback processes should be subject to oversight, with outcomes reviewed to ensure objectivity, effectiveness and integrity.	CheckUP regularly analyses feedback data and reports findings to management and the Board, supporting oversight and informed decision-making.
Safe and confidential	Feedback should be managed in an objective and confidential manner to ensure individuals can provide feedback without fear of disadvantage.	CheckUP limits information-sharing to a need-to-know basis and applies privacy protections in accordance with its Privacy Policy.
Continuous improvement	Feedback should be used to systematically to identify trends, address issues, and improve services.	Feedback is reviewed as part of quality improvement processes, with identified improvements tracked and implemented where appropriate.

Who can provide feedback?

Feedback can be provided by anyone who has had any interaction with CheckUP or a service provider contracted by CheckUP. This includes CheckUP member organisations, service providers, facilities, service recipients (and their families/carers), stakeholders and any other interested parties.

If anyone wishing to provide feedback is not able or comfortable providing feedback directly, CheckUP can accept feedback from an advocate on their behalf.

How to provide feedback

Individuals wishing to provide feedback, or their advocates, can do so in person, by email, or by phone to their contact/s at CheckUP. If they do not have a contact at CheckUP, or prefer not to use it, they can submit feedback directly to CheckUP using the details below.

Options for submitting feedback to CheckUP:

1. Complete our [Feedback Form online](#) or [download a copy](#) and email or post it to us.
2. Put the feedback in writing and email or post it to us.
3. Talk with someone at CheckUP via phone (07 3105 8300) or arrange a meeting at our office in South Brisbane to talk to someone in person.

Feedback by email should be sent to info@checkup.org.au.

Feedback by mail should be sent to: CheckUP Australia, PO Box 3205, South Brisbane QLD 4101.

What feedback should include

Feedback should include:

- the complaint/compliment/suggestion – which service/area it relates to, when it occurred, who was affected and in what way/s, and any subsequent actions taken
- the name and email address for correspondence – for CheckUP to respond directly, the feedback must include a name and email address
- the outcome sought.

Confidentiality

All complaints will be handled in a confidential and respectful manner. CheckUP is committed to protecting the privacy of individuals who make a complaint, as well as any other parties referenced in complaints. Information related to a complaint will be restricted to those involved in managing, investigating, or resolving the matter. Where necessary and reasonable, this may include additional individuals who are required to assist with the investigation or resolution process.

Confidentiality requirements primarily apply to complaints, where sensitive or personal information is more likely to be disclosed. While compliments and other feedback do not usually require confidentiality controls, any sensitive information provided will be handled appropriately.

All information CheckUP receives as feedback will be handled in line with CheckUP's Privacy Policy.

CheckUP's response to feedback

Compliments and other feedback

All feedback, including compliments and suggestions, is reviewed and considered as part of CheckUP's continuous improvement processes. While these types of feedback are acknowledged where appropriate, only complaints are subject to the management process outlined below.

Complaints process

When CheckUP receives, or is made aware of, feedback we deem to be a complaint, we will follow the following steps:

1. Acknowledge receipt of the complaint within seven (7) business days of CheckUP becoming aware of the complaint
2. Perform an initial assessment to determine if further investigation required
3. Investigate, where necessary
4. Determine our decision
5. Communicate our decision on the matter, and reasoning for the decision if appropriate, to the complainant within 30 business days
6. Determine any resolving/corrective/preventative actions to be undertaken
7. Undertake resulting actions, if applicable
8. Record any improvements that resulted from the complaint and, if appropriate, communicate these to the complainant.

The complainant is welcome to invite a person of their choice to assist them through the process.

Complaint reviews and appeals

If a complainant does not receive a response within seven (7) days, they can send CheckUP an email at info@checkup.org.au or call us on (07) 3105 8300 to request a response.

If a person making a complaint or the subject of a clinical incident is not satisfied with CheckUP's response, they may seek a review of the response from the CheckUP CEO. If they are not satisfied after the CEO's review, they may seek review from the CheckUP Board. To request a review, the person who made the complaint can send CheckUP an email at info@checkup.org.au or call us on (07) 3105 8300.

If a complainant is not satisfied with CheckUP's response, they may seek assistance from external bodies, including:

- Office of the Health Ombudsman (OHO) – health service complaints
- Queensland Human Rights Commission (QHRC) – discrimination or human rights matters
- Office of the Australian Information Commissioner (OAIC) – privacy complaints
- Queensland Ombudsman or Commonwealth Ombudsman – complaints about administrative actions of public sector organisations, and, in some cases, non-government organisations delivering services on their behalf.

Management review

CheckUP acknowledges the need to conduct audits, review processes, analyse data and evaluate performance to measure suitability, adequacy, effectiveness, and efficiency of its feedback process for continuous improvement.

Data from feedback reported to CheckUP is reviewed by management on a regularly scheduled basis to understand trends and identify any emerging issues.