Proposed self-review table

| **Key process** | **Quality indicators** |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Best practice** | **Good** | **Adequate** | **Poor** | **Unacceptable** |
| A. The organisation actively seeks comment on a regular basis. | 1. The people who use the service are individually asked at least monthly: “how’s it going?” 2. These comments are recorded and used to plan service delivery. 3. This happens within the support process and the people supported feel safe and confident to offer their opinion. 4. The process is accessible, easy to use and encouraged. 5. There are regular options for families/ whānau/ aiga to comment that fit with their cultural requirements. 6. People are confident that their comments are both welcomed and valued. 7. There is a direct feedback loop to the organisation’s governance group such as via an advisory committee or similar, so governance is aware of people’s experience of support. | At least six of the seven quality indicators are present. | At least five of the seven quality indicators are present. | At least three of the seven quality indicators are present. | Fewer than three of the seven quality indicators are present. |
| B. The organisation has a complaints (and comment/ feedback) policy. | 1. The policy has been developed with the people likely to use it as described above. 2. The policy is publicly available to anyone who wishes to view it, such as on the organisation’s website and is owned by the governing body. 3. The policy is available to the people who use the service and their family/ whānau/ aiga in a format that they can understand (eg: Easy Read, NZSL, first language options) 4. The policy assures people that complaints and feedback are welcome and there will be no disadvantage or retaliation experience due to complaining. 5. The policy sets out how the organisation will learn from complaints and feedback. 6. The policy sets out how resolution/ remediation and/or apology will happen (if that is the outcome) as appropriate for each situation. 7. The policy sets out how the organisation will support people with a complaint and/or assist with mediation if required. 8. The policy sets out the options available to the complainant if their complaint is not upheld. | At least six of the eight quality indicators are present including indicator 3. | At least five of the eight quality indicators are present including indicator 3. | At least three of the eight quality indicators are present. | Fewer than three of the eight quality indicators are present. |
| C. The organisation has an easy-to-use complaints and comment process or processes. | 1. The process(es) are multi-channelled and is provided to people who use the service at regular intervals, so they remember it. 2. The process is easy to follow with clear timeframes, responsibilities and ways to keep the complainant informed of progress. 3. The process can adapt to different ways for communicating, different cultural norms and in locations where the complainant feels most in control. 4. The process uses natural justice principles and offers the complainant support with the complaint and the complaints process. 5. The process is responsive and looks to resolve the issue at the lowest level possible and as quickly as possible. 6. The process is confidential and allows for anonymity if asked for. 7. The process provides information for, and support to, the complainant to take the complaint further if their complaint is not upheld. | At least six of the seven quality indicators are present. | At least five of the seven quality indicators are present. | At least three of the seven quality indicators are present. | Fewer than three of the seven quality indicators are present. |
| D. Staff are well trained in the organisation’s complaints process. | 1. Staff are confident to handle a complaint at every level of the organisation. 2. When staff receive a complaint, they assure the complainant that they are entitled to complain, and the organisation welcomes their comments. 3. The organisation has a cohort of staff specifically trained to assist people with complaints and who are removed enough from the service management to be perceived as independent. 4. Staff negotiate with the complainant how they wish to proceed, who should be involved, what support is needed and how urgent is the resolution. 5. Staff proceed in a mana enhancing fashion, with respect, fairness, honesty and confidentiality. 6. The organisation keeps the complainant abreast of progress. 7. The appropriate staff person closes the complaint with the appropriate redress and/or apology/ outcome if the complaint was upheld. | At least five of the seven quality indicators are present including indicator 4. | At least four of the seven quality indicators are present including indicator 4. | At least three of the seven quality indicators are present. | Fewer than three of the seven quality indicators are present. |
| E. The organisation has a policy and process for managing unresolvable complaints | 1. The policy ensures that these will be exceptional situations only 2. The policy encourages the use of mediation and advocacy to settle disputes arising from complaints not being agreed with/ upheld. 3. The policy uses the NZ Ombudsman or other respected sources to develop processes to deal with any unreasonable conduct by a complainant. | All three of the quality indicators are present but to a limited extent. | At least two of the three quality indicators are present | Fewer than two of the three quality indicators are present | None of the quality indicators are observed and/or the policy does not exist. |