**[Complaints Self-Assessment Tool](https://www.mhcc.vic.gov.au/complaints-self-assessment-tool)** – ref stage 8

Engagement material
**Stage 8: Procedure review**
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# **Discussion points**

* Can Quality Improvement senior staff work with governance bodies to ensure there is sufficient budget, time, staffing and expertise to conduct periodic end-to-end audits and reviews?
* When policies/procedures are revised, are all staff effectively advised of this, documentation updated, and training undertaken to implement reforms?

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# **Constraints**

* Staffing and workload limitations may mean there are only infrequent separate periodic procedure reviews, leading to only minor or iterative improvements
* Managerial and key staff hesitancy to make substantial changes to processes, including allocating the time and resources to implement new procedures and collateral

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# **Barriers**

* Cross-discipline staff feedback on the complaints process may not be adequately solicited, recorded and addressed
* There can be an unacknowledged disconnect between policies/procedures and the lived workplace reality: regular audits/evaluations within the frontline of the service could address this

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# **Advice**

* Services to periodically audit and review their end-to-end complaints procedure and make improvements
* Lived Experience staff to be involved in this review
* Feedback from those who have complained to be incorporated in this review
* The procedure to clearly identify staff responsible for each step of the complaint process (handling, investigation/resolution, response, closure, theming, improvements), including who undertakes reviewing and improving the procedure itself

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