**\*Insert organization name\*** **: FEEDBACK & COMPLAINTS POLICY**

Insert Logo

|  |  |  |  |
| --- | --- | --- | --- |
| Policy Name |  | Version | <<insert number>> |
| Drafted by | <<insert name>> | Approved by Board on | <<insert date>> |
| Responsible person | <<insert name>> | Scheduled review date | <<insert date>> |

The purpose of this policy is to ensure that all client feedback and complaints are dealt with effectively, to satisfy client expectations and enable continuous service delivery improvement.

**Each employee and volunteer has the responsibility** of managing feedback and complaints in a professional manner and to accept all feedback and complaints constructively. Appropriate training should be provided to all employees and volunteers in how to handle complaints and such training detailed on the training register.

**Clients can be internal** to the agency in the form of employees, volunteers and board members; as well as **external to the agency** in the form of clients and their families, other corporations, agencies; government entities, special interest and community groups.

**The objective of this policy is to encourage feedback that will help to:**

* provide clients with an opportunity to comment upon service provision, whether it be positive or negative, for the purpose of acknowledgement or improvement
* take action and respond to customer complaints so as to improve service provision and meet client expectation/ensure satisfaction
* accept customer complaints professionally and utilize this information to be pro-active in problem solving and continuous improvement practices

**Feedback should be viewed in a positive light**, even if it relates to constructive improvement suggestions as it is a way of improving service delivery for the local community and clients. Feedback should be encouraged with options provided to clients for this to happen. Websites should include a feedback form and hard copies available for those without internet access.

**Feedback may be received in various ways** such as:

* by telephone
* in person
* in writing by letter or email
* through the feedback box

**The management of customer complaints should be a structured approach**. The following provides a guide for handling customer complaints regardless by which method the complaint is received:

1. Maintain respect and be courteous
2. Listen to what is being explained to you, regardless of tone or inference
3. Take contact details of the person making the complaint or providing feedback
4. Establish what the person is unhappy or providing feedback about
5. Record everything that is said by both parties if it is verbal
6. If possible, ask for the feedback or complaint to be provided in writing

1. If you are aware of a solution and it can be resolved at the local level you are encouraged to attempt to do this. Otherwise, let them know that you will escalate their concern to the appropriate person for resolution to their issue.
2. Take action and follow through

**A record of all feedback and complaints must be kept on the Complaint Register**, as well as the steps taken to resolve the complaint should be kept and held in a confidential folder.

**All feedback and complaints should be brought to the attention of the respective Supervisor** and, if relevant, reported to the Board at the next meeting.

**Communication with the person providing feedback or making a complaint, to acknowledge their issue,** **must be made within 14 days in writing** and resolution should not exceed more than 60 days

|  |  |  |
| --- | --- | --- |
| **Dated:** | **Chairperson** | Signed: |
| **Dated:** | **Chief Executive** | Signed:  |
| **Related & Linked Documents:*** Feedback and complaints register
* Staff Training Register
* Social Media Policy
* Feedback Form
 |