FEEDBACK POLICY

The purpose of this policy is to articulate Dignity and Transition support services (DATSS) system for the management of feedback including complaints from participants, their representatives and other external stakeholders.

SCOPE

This policy provides a means for participants, and or their representatives and external stakeholders to provide feedback about DATSS, its employees, volunteers, services or operations in general. All DATSS employees and volunteers are to be familiar with and able to forward this policy and associated documents as required. For complaints made by an employee refer to the DATSS Grievance and Dispute Handling Policy and Procedure.

POLICY

In accordance with our vision, purpose and values, DATSS welcomes feedback (general comments, compliments, criticism, concerns and complaints) from participants and or their representatives and external stakeholders as a valuable mechanism for reflecting on the quality and performance of our services and organisational support functions.

DATSS will:

- Foster a service culture that encourages open and honest communication
- Inform participants about the standard of service they can expect
- Protect the right of participants and stakeholders to provide feedback and to make complaints about service delivery
- Protect the privacy and confidentiality of people and accept and action anonymous feedback
- Encourage and make it easy for people to provide feedback
- Undertake activities to seek feedback from participants and or their representatives and stakeholders
- Record and analyze information arising from feedback and use it to improve services.
- Ensure that complainant's continuation of services and interactions with DATSS are not interrupted as a result of making a complaint, unless the participant and or DATSS have a valid reason to do so (i.e. protect the health, safety and wellbeing of an individual or group of people)
- Treat participants with respect and integrity in accordance with the DATSS Values

- Provide participants with an opportunity for appeal and welcome independent review if they are unhappy with any finding or outcome from providing feedback to DATSS

Participant feedback assists DATSS to

- Understand the needs and expectations of participants and stakeholders and the communities in which we work and support.
- Identify improvements to what we do and how we do it (decisions, processes, systems, trends, actions, behaviors', attitudes) record, register, respond and resolve identified issues, and share these to improve practices and explore new solutions
- Analyse and learn from identified trends and solutions to ensure DATSS is proactive and relevant to the communities we serve.

DATSS has an overall plan for the different levels of feedback, and the way that the feedback from participants and or their representatives and stakeholders will be collected, recorded and used to assist DATSS to make the best use of every opportunity to improve the service and increase the satisfaction of participants.

DATSS utilises a mix of different feedback methods, appropriate to the needs of our participants and or their representatives and stakeholders.

The framework of DATSS feedback system is based on five levels of feedback information:

Level 1: Compliment or positive Feedback. Comments are positive about the service and or employee and aim to reinforce continuing good service.

Level 2: General Comment about the service, or requests for information or clarification. Comments may be either positive or negative or may be suggestions for improvement.

Level 3: Criticism or dissatisfaction about the service received, particularly where there is dissonance between the expressed need of the participant and the service delivered.

Level 4: Concern or serious objection about the service delivery, where there is a high level of dissatisfaction or a specific grievance.

Level 5: Complaint about serious breaches of the service contract, or of rights, policy, or the legislative responsibilities of the service (for example, Anti-discrimination legislation etc.) All feedback must be managed by employees in accordance with the DATSS Code of Conduct, DATSS Privacy and Confidentiality Policy and Procedure and as outlined within this Policy and Procedure.

FEEDBACK PROCEDURE
1.0

DATSS provides opportunity for feedback through multiple means:

- By email (Info@datss.net)
- Through the online form created by Survey Monkey(Sent annually)
- By completing a feedback form and providing this to an employee of DATSS or by mail (PO BOX 62 Coominya, 4311 QLD
- By writing a letter (PO BOX 62 Coominya, 4311 QLD)
- By speaking to a staff member in person or by phone. The staff member can assist by completing a feedback form on the person's behalf if required
- Via social media (platforms as monitored by Marketing).

1.1
DATSS will provide additional assistance to participants, families, staff and stakeholders to give feedback by arranging services, adjustments or alternative format materials for people with individual requirements. This may include interpreting services to use a preferred language, flexible alternatives for access for people with disability or other support to participate in the feedback process.

1.2
Staff will clarify with participants and stakeholders whether feedback or general concerns are intended to be handled informally or as formal feedback or a complaint.
All written feedback should be regarded as formal and registered in the Feedback registry.
For feedback posted on social media: where the customer is identifiable, Management will advise the customer of the process to lodge a formal complaint. A person may withdraw a complaint at any point in the procedure.

1.3
Informal feedback will be received, discussed and dealt with by management within DATSS.

1.4
If a person wishes to give formal feedback or make a complaint, staff will inform them of the process and refer the matter to the office for review and follow up.
1.5
DATSS will collect and record information including:

- Personal details
- Details of the issue and relevant or supporting information and outcome sought
- Any support requirements

1.6
Comments of a defamatory nature or containing racist, sexist or other offensive material will be returned to the complainant for removal of the offensive material before being actioned. Anonymous feedback containing comments of a defamatory nature, or racist, sexist or other offensive material, will be discarded.
1.7

It is voluntary for people giving feedback to provide personal information. Participants and stakeholders may request that their identity be kept confidential when addressing the issue with other parties such as Management or a DATSS staff member.

Feedback may also be given anonymously, however to fully resolve a complaint and communicate the outcome, providing contact details is encouraged.

1.8

The complainant and/or respondent has the right to an advocate such as a family member, friend, counsellor or other professional support person) present at any meetings with DATSS.

Such support will be at the complainant and/or respondent's cost.

1.9

Staff will identify any conflict of interest, grievances alleging misconduct or complaints or public interest disclosure issues which may need to be referred to other internal or external mechanisms, at the point of allocating the feedback to the relevant manager.

Upon receiving feedback Management will action once a defined outcome has been achieved. People who have offered feedback and left personal details will be notified of the outcome in a timely manner.

NAME		POSITION	
DATE		SIGNITURE	
WITNESS NAME		WITNESS POSITION	
WITNESS DATE		WITNESS SIGNITURE	