POLICY STATEMENT

Social Futures is committed to fostering a service culture that encourages open and honest communication, addresses concerns and complaints and actively records and utilises feedback.

We utilise feedback to monitor service quality and effectiveness, inform organisational reviews, service planning and continuous improvement, and as a source of ideas for developing new services and activities.

We will:

- foster a service culture that encourages open and honest communication
- inform people who use our service about the various ways to provide feedback
- protect the right of people who use our services and other stakeholders to provide feedback and to make complaints about all aspects of our work
- make it easy and safe for people to provide feedback in a range of ways including anonymously
- record, analyse and report information arising from feedback and use it to improve services.

All staff and volunteers working with people who use our services and other stakeholders are responsible for ensuring they are familiar with feedback procedures and for accepting and reporting feedback.

We are committed to ensuring that any person using our services or affected by our work, their families, carers or advocates have the right to lodge a complaint or to appeal a decision and to have their concerns addressed with equity, accountability and transparency. We will report complaints to the Board in accordance with our documented systems.

We ensure our complaints and appeals management procedures are simple, welcoming and easy to use. We will provide support to individuals who make a complaint or raise concerns where required, and take proactive measures to prevent repercussion or disadvantage. We provide options for review or appeal including information on external appeal bodies.
**Policy context:** This policy relates to

| Standards or other external requirements | Australian Service Excellence Standards C.8.1, C.8.2  
|                                        | Family Relationships Services Standards 11  
|                                        | National Home Care Standards 1.4, 3.3  
|                                        | NSW Disability Services Standards 4  
|                                        | NSW Good Practice Guidelines 3.1  

| Legislation or other requirements | Refer to Table 1 (Legislation)  
|                                  | Privacy Act 1988 (Cth)  
|                                  | Company Act 2009 (NSW)  
|                                  | Community Services (Complaints, Reviews and Monitoring) Act 1993 (NSW)  
|                                  | Ombudsman Act 1974 (NSW)  

**Reviewing and approving this policy**

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<th>Frequency</th>
<th>Person responsible</th>
<th>Approval</th>
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<td>Chief Executive Officer</td>
<td>Board</td>
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**Policy review and version tracking**

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<td>26/11/2015</td>
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**DOCUMENTATION**

**Documents related to this policy**

| Related policies | Values, Vision and Purpose  
|                 | Strategic Planning  
|                 | Program and Project Planning  
|                 | Privacy and Confidentiality  
|                 | Information and Knowledge Management  
|                 | Risk Management  
|                 | Communication  
|                 | Collaboration  
|                 | Continuous Quality Improvement  
|                 | Responsive Service Delivery  
|                 | Monitoring Performance  

| Related procedures | Practice Framework |

Feedback and Complaints

Printing this policy may make it obsolete. Always refer to I on my for the latest version.
| Refer Policy and Procedure List |

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