



## **Complaints and Feedback**

### **Purpose**

Feedback and complaints are equally valuable to the evaluation of Families ACT's performance and operations. Both feedback and complaints are documented and reviewed by the Executive Officer (EO) and Board (subject to confidentiality restrictions on complaints). This can be used to identify areas of strength and weakness and to inform changes in policy and practice.

### **Feedback**

Families ACT regularly solicits feedback from members and other stakeholders about its performance.

### **Procedure**

Formal mechanisms include:

- Participant evaluation processes built into programs and projects;
- Member satisfaction surveys; and
- Meetings with stakeholder groups.

In addition, Families ACT endeavours to ensure that both the EO and Board are accessible to people seeking to provide feedback on any of Families ACT's activities.

Feedback is discussed at governance meetings. Families ACT has a commitment to celebrating achievements and valuing positive feedback as well as considering learning opportunities that may result from any criticism or suggestions for improvement.

### **Complaints**

Families ACT aims to operate in a consultative way that acknowledges and takes account of diversity of interests, opinions and needs. However, there may be times when an individual or agency is dissatisfied with decisions or actions taken by Families ACT.

### **Procedure**

Complaints may be made in writing, in person or by telephone contact or other forms of communication, to the EO, Board or Advisory Council. If a complainant feels they need support in raising an issue, they are encouraged to seek the assistance of an advocate.

Complaints will be recorded and entered into a complaints register (this may be done anonymously at the complainant's request).

A timeframe for responding to the complaint will be agreed with the complainant – appropriate to the seriousness and urgency of the matter. This timeframe may vary from 24 hrs to 1 week.

The EO will determine an appropriate strategy for investigating and responding to the complaint - if the complaint relates to an action of the EO the Chairperson is to be informed.

A response to the complaint is to be prepared and provided to the complainant, if the matter remains unresolved to the satisfaction of both parties the matter may be escalated to the Board or an external complaints mechanism.

Implications for improving practice within Families ACT will be considered and an annual review of the Complaints Register will be conducted.