



Feedback and Complaints

The Tasmanian Council on AIDS Hepatitis and Related Diseases (TasCAHRD) recognises that feedback, both positive and negative, is a necessary and important factor in assisting the organisation to develop best practice and continue to improve service delivery. TasCAHRD encourages feedback from all stakeholders.

Purpose

1. This policy, the associated procedures and forms aim to:
 - Provide a means for people to communicate their satisfaction when the organisation performs well or not so well;
 - Provide a clear process for identifying and responding to breaches of confidentiality and privacy; and
 - Provide a clearly defined management process for promptly and effectively responding to issues of concern whether they are raised as complaints by clients/consumers, volunteers, members, service providers, Board members or as grievances by staff.
2. All stakeholders associated with TasCAHRD are encouraged to use this policy and the *Feedback and Complaints Procedure* as the agreed means for either providing the organisation with positive feedback or raising any issues of concern with a view to improving effectiveness.

Guiding Principles

The underlying principles of the policy are that:

- All clients/consumers, employees, volunteers, members, service providers and Board members are entitled to provide feedback, both positive and negative, on how the organisation is performing and this may in fact be necessary to ensure that appropriate levels of service delivery and working conditions are maintained;
- Feedback and conflict can be opportunities to improve both individual and organisational effectiveness;

- The resolution of conflict is the responsibility of all parties concerned.
- All parties involved in conflict have a role to play in constructively resolving issues of concern;
- Objective and open communication can reduce conflict and help resolve conflict situations quickly;
- At times, conflict may be inevitable. However, active management of conflict will ensure that it contributes to, rather than undermines, organisational health and the wellbeing of the individuals involved; and
- Strong partnerships between people associated with the organisation greatly facilitate the effective resolution of conflict when it occurs.

In this context, TasCAHRD is committed to responding to feedback of this nature in the following ways:

- In a positive, open and objective manner;
- As locally and informally as possible in the first instance;
- By maintaining the respect and dignity of all concerned;
- By attempting to balance the needs of the organisation with those of the individual; and
- Resolving concerns to the mutual satisfaction of all concerned, where possible.

Implementation

A standard *Feedback and Complaint Form* is provided to encourage people to submit positive feedback or raise concerns in writing by following the *Feedback and Complaints Procedure*. TasCAHRD also provides alternative ways of providing this information including e-mail or verbal reporting. A summary of the procedure will be accessible at TasCAHRD offices and on the TasCAHRD website.

TasCAHRD acknowledges that sometimes people associated with the organisation will choose to provide feedback anonymously. While anonymous feedback and complaints will be accepted, it should be recognised that anonymous feedback, by its nature, will limit the organisation's ability to respond as fully as it otherwise might.

The *Feedback and Complaints Procedure* relies, initially, on informal resolution processes. If all efforts to informally resolve the matter are unsuccessful a formal resolution process is provided.

In raising issues of concern it is expected that individuals will seek resolution of their concerns in a constructive manner by:

- Being prepared to focus on developing a common understanding;

- Acknowledging any contribution on their part to the difficulties and hurt experienced by others; and
- Taking any appropriate measures, that will adequately address or remedy the situation.

TasCAHRD will maintain a Feedback and Complaints Register to identify any trends that can inform program development and planning.

The TasCAHRD Board charges the Chief Executive Officer with overall responsibility to ensure compliance with the Feedback and Complaints Policy. The Chief Executive Officer is also the designated Privacy Officer. The Chief Executive Officer will instruct staff on the appropriate use of this policy.

In situations involving the Chief Executive Officer or members of the Board, correspondence is to be directed to the President of the Board. If the situation involves the President, correspondence should be directed to the Vice President. All correspondence should be marked 'Private and Confidential'.

Other relevant documents:

- Feedback and Complaints Procedure
- Feedback and Complaints Form
- Feedback and Complaints brochure
- Privacy Policy
- Confidentiality Policy
- Client/Consumer Rights and Responsibilities

Feedback and Complaints Policy previously Grievance Policy March 2006

Revised: Replaced OMP05 Feedback and Grievances - April 2007

Next Review due: February 2009

Policy: OMP-05