**Procedure: Feedback**

**1.0 MANAGING FEEDBACK**

This procedure establishes an effective and consistent framework for the management of feedback for STEPS Group of Companies (STEPS) services, activities, systems, and processes can be continually improved. Quality is ultimately determined by customers; therefore, it is critical we encourage their feedback which includes complaints, compliments, concerns, and suggestions all of which provide opportunities for improvement. If you need to process and manage a complaint, refer to the Complaints Procedure (i040500).

The principles of natural justice and procedural fairness underpin this Feedback Procedure (i040100). We will support customers to access advocacy and/or bilingual support.

**1.1 DEFINITIONS**

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| **Feedback** | Feedback includes complaints, concerns, compliments, and suggestions for improvement about a particular service, experience, or event - not simply a statement of overall opinion about STEPS services. |
| **Complaint** | Expression of dissatisfaction made to STEPS, related to its products (including services), or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.  A complaint is not:   * a request for information or explanation of policies; or * a disagreement with a decision that has a formal avenue of appeal.   Where no contact details are provided, the complaint will be treated as feedback.  The above definition is consistent with Australian Standard ISO 10002-2006. |
| **Customer** | Any person who receives products or services from STEPS including students, participants, and jobseekers. |
| **Stakeholder** | All those who have a stake/interest in STEPS e.g., government, schools, employers. |

**2.0 GENERAL**

**2.1 ENCOURAGING FEEDBACK**

Feedback from our customers and stakeholders is valued and customers are to be encouraged to voice their opinions on any aspect of service provision, including:

* Complaints
* Compliments
* Concerns
* Suggestions

Customers and stakeholders are to be informed that any feedback provided to STEPS will be making a positive contribution towards assisting us improve our services. When the feedback is a complaint, process and manage according to the Complaints Procedure (i040500).

In recognition of the special needs of some customers and stakeholders (for example those from culturally and linguistically diverse backgrounds, those who speak another language or those who have a cognitive or physical impairment) feedback can be raised on their behalf by their nominated advocate.

A Feedback Box and a supply of Tell Us What You Think (i040102) forms are available in each site's reception area at sites that deliver a service to our customers and accompanied by a Feedback Box Explanatory Statement (i040103).

**2.2 PROCESS FOR Providing FEEDBACK**

Customers and stakeholders can provide feedback using one of the following methods:

* Tell Us What You Think (i040102) form
* Via email to cso@stepsgroup.com.au
* Via STEPS website ‘Contact Us'
* By Letter
* Face-to-face with a member of staff
* Can also be made anonymously
* Through a phone call to a manager or coordinator
* Through a phone call to the STEPS Customer Service Officer (CSO) on (07) 5458 3000
* Workers must record verbal feedback on a Tell Us What You Think (i040102) form or by using the *Feedback and Complaint Outlook Form* which can be found in the Organisational Forms Library located here:
  + In Outlook, click on New Items under the Home ribbon
  + In dropdown, click More Items and then Choose Form
  + In the Choose Form window when looking in Organisation Forms Library, double-click on Feedback and Complaint and the *Feedback and Complaint Outlook Form* email will open.
* Feedback can be made anonymously in line with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

Any of the above methods can be used by a customer’s nominated advocate.

**2.3 INFORMING CUSTOMERS**

On entry to a service, all customers are to be presented with an information pack relevant to the Service Stream that will include the Feedback and Complaints Policy (i010103) and process.

All customers are to be advised of:

* The processes for providing feedback and raising complaints
* The availability of assistance to complete a Tell Us What You Think (i040102) form
* Their right to access and be supported by an independent advocate of their choice

Reminders of the feedback process should be provided regularly with awareness maintained by the visibility and availability of promotional materials.

**2.4 COLLECTION OF FEEDBACK**

Any feedback received is to be forwarded to the relevant supervisor.

It is the responsibility of the Site Administration staff to ensure all Tell Us What You Think (i040102) forms are collected at the end of each week from the Feedback Box.

All feedback is to be sent to the Quality Assurance & Risk team either by:

* Scanning and emailing the completed forms; or
* Emailing the *Feedback and Complaint Outlook Form*
  + Refer to section 2.2 Process for Providing Feedback detailing where to find the *Feedback Outlook Form.*

**2.5 RECORDING OF FEEDBACK**

The Quality Assurance & Risk team will save all feedback forms received in the electronic folder located in ‘O’ drive.

The Quality Assurance & Risk team will record all feedback received in the Feedback Register (i040106) located in the Quality System files and analyse entries to identify and manage trends, and to recommend system improvements using the Organisational System Improvement (OSI) System.

When feedback is sent directly to Shared Services, the Manager - Quality Assurance & Risk will determine if acknowledgement of feedback is required. Where acknowledgement is required, the Manager – Quality Assurance & Risk or delegate is to contact the customer.

Any actions taken in relation to the feedback will be recorded in the Feedback Register (i040106) (*Refer to the Quality Assurance & Risk team*).

**3.0 REPORTING**

The Quality Assurance & Risk team will provide monthly Feedback Reports through the Quality Assurance & Risk team Report which will be forwarded to: -

* the Executive Leadership Team (ELT)
* Board of Directors

**4.0 RELATED DOCUMENTS**

|  |  |
| --- | --- |
| **Document Name** | **Document Name** |
| Complaints Procedure (i040500) | Feedback Box Explanatory Statement (i040103) |
| Feedback and Complaints Policy (i010103) | Feedback Register (i040106)  *Refer to the Quality Assurance & Risk team* |
| *Feedback and Complaint Outlook Form*  *Refer to Outlook > New Items > More Forms > Choose Form > Organisational Forms Library > Feedback and Complaint* | Tell Us What You Think (i040102) |

**5.0 GOVERNANCE**

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This Policy / Procedure relates to the following STEPS Group of Companies Legal Entities

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| STEPS Group Australia | STEPS Social Business | STEPS Staffing Solutions | STEPS Pathways Charity |

*(Uncontrolled when printed)*