



Feedback, complaints and review policy and procedure

POLICY STATEMENT

Permanent Care and Adoptive Families (PCA Families) values feedback as a constructive way to reflect on and improve policy and practice. Feedback assists in the development of responsive and solution focused service.

PCA Families encourages all forms of feedback about the way it works, its interactions and relationships with the community and the services and programs it provides. People who use our programs are encouraged to contribute to the quality of the programs and services.

PCA Families will act fairly and transparently and treat those who provide feedback and those who are the subject of the feedback (positive or negative) with dignity, courtesy, and respect. The privacy and confidentiality of all parties will be protected.

PCA Families will be responsive to feedback and accountable for the management and outcomes of feedback. Feedback is an indication of the community's perception and respect for PCA programs. PCA Families will:

- actively encourage feedback from users of its programs;
- take all feedback (positive or negative) seriously and respond promptly;
- judge all complaints on their merits and facts, acting on any conflict of interest;
- provide an appropriate remedy for any complaint that is substantiated;
- provide a clear explanation of why and what actions have been undertaken as a result of the feedback or complaint;
- provide those giving feedback with access to the make a complaint or review a decision;
- record, assess and review feedback, positive or negative
- manage information obtained through the feedback process according to privacy and confidentiality requirements.

The gathering and acceptance of feedback will support the development and continuous improvement of programs.

POLICY OBJECTIVES

The objective of this policy is to inform consumers and clients with information about how to provide feedback, make a complaint or have a decision reviewed.

It also provides guidelines for the collection of feedback, including complaints and explains the responsibilities of PCA Families.

It specifies the processes for resolution of complaints made by people who come into contact with our programs, including avenues for complaint resolution outside the organisation.



DEFINITIONS AND ACRONYMS

Feedback includes praise, suggestions for improvement, comments, compliments, complaints, allegations, and thanks.

Feedback will be collected routinely as part of the evaluation and improvement process.

Forms of feedback include letters, complaint forms, surveys, evaluation or response sheets, conversations, community consultations and consumer reference groups.

Feedback collection methods include surveys, end of program, or exit surveys and interviews, suggestion boxes, focus groups, client questionnaires, community and/or stakeholder consultation, thank you cards, etc.

Complaints are expressions of dissatisfaction made by people who come into contact with PCA Families programs.

Remedies may include an apology, an explanation, admission of fault, changes to policies or procedures, changed decisions, disciplinary action, mediation, referral to external body for investigation.

Prescribed access means that access to information is protected and limited to a defined small group to ensure confidentiality and privacy.

External authorities include police, protective services, the Victorian Ombudsman, the Victorian Disability Commissioner, Victorian Equal Opportunity, and Human Rights Commission.

Scope All PCA Families workers and volunteers will observe and implement this policy. The feedback policy applies to feedback (including complaints) about all PCA programs and all staff, and volunteers involved in programs.

The feedback policy and procedure are available to all people who come into contact with or use the flexible funding project.

1. **Feedback**

- 1.1 Every client who contacts PCA Families regarding our programs will be sent the feedback form.
- 1.2 If a client has accessibility requirements, the feedback survey will be sent in an appropriate format.
- 1.3 Similarly, if a client requires the survey in a language other than English, this be may be accommodated.

2. **Feedback review**

- 2.1 All feedback shall be reviewed by the Operations Manager and the CEO.
- 2.2 PCA Families will respond to positive and negative feedback. Feedback will be used to inform continuous improvement.



3. **Complaints**

- 3.1 Clients are encouraged to make a complaint if they believe they have been unfairly treated in their engagement with PCA Families.
- 3.2 Complaints can be made to PCA Families by completing the complaints form and emailing it to the CEO: ceo@pcafamilies.org.au
- 3.3 All complaints will be recorded on the complaints register by the Operations Manager/or CEO.

4. **Complaint review**

- 4.1 All complaints shall be reviewed by the Operations Manager and the CEO.
- 4.2 PCA Families will respond to all complaints within 10 working days. If this is not possible, the complainant will be given an approximate date of resolution.
- 4.3 If the complainant is not satisfied with the resolution, they will be eligible to lodge a review by emailing the CEO: ceo@pcafamilies.org.au
- 4.4 All complainants shall be informed of their options

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