



# Feedback Policy

## *Compliments, Suggestions & Complaints*

### **Our Purpose:**

AQA exists to resource people to live well.

### **Our Vision:**

An inclusive community where people have access to the resources they need to meet the challenges of change and live fully.

### **1. Summary:**

AQA values feedback and is committed to a culture where feedback is welcomed, recorded and appropriately responded to. AQA views feedback as a valuable tool that supports meaningful communication with our community and stakeholders and are genuinely interested in people's experience of engaging with us and the services we provide. Feedback and service experience actively informs service and organisational improvements and development.

Feedback includes complaints, compliments and suggestions and helps inform us about what we are doing well, what our gaps are and where we could do better. AQA reviews feedback to find new and better ways to support our community and the ongoing evaluation of our services and practices.

### **2. Scope:**

This policy applies to people accessing AQA services and all AQA Members, Board Members, Employees, Volunteers, Contractors, Visitors and Individuals that are involved with the support and care of any person associated with AQA and/or the safe operation of its services and activities.

### **3. Policy:**

AQA is committed to providing high quality, responsive, relevant and adaptive services and activities and we do this by listening to those who engage us. We consider all feedback received and use it to review and improve our services, processes and systems. Feedback helps us understand what we are doing well and highlights areas that we can improve.

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AQA's purpose, vision, values and principles of operation reflect the organisation's commitment to service provision which promotes and empowers people accessing services to be actively engaged in the development of services.

Compliments, Suggestions & Complaints provide:

- valuable information about client and / or staff satisfaction; and
- an opportunity to improve upon all aspects of its service.

AQA's Feedback Policy & Procedure forms part of its Quality Management System and aims to address the principles of:

- service excellence;
- continuous improvement;
- visibility and accessibility;
- responsiveness; and
- assessment and investigation.

## *AQA's feedback framework is underpinned by the following guiding principles;*

### **Culture, Leadership & Governance**

Feedback is integrated into our governance, leadership and business systems and enables the Board, Executive Management and Leadership Teams to understand and be accountable for the services we deliver ensuring these are meeting the needs and expectations of our service users, stakeholders and our community.

The AQA Board and Executive Management Team are responsible for ensuring AQA has in place and maintains an appropriate policy framework for the response and management of feedback.

### **Community Participation & Consultation**

AQA's Partnership approach ensures people accessing AQA's services are consulted and involved in the development of their services and decisions about how services are delivered. This includes the review of services to ensure services are relevant and responding to people's needs and goal development and progression.

People accessing AQA's services are invited to and are provided opportunities to offer feedback and contribute to the development of AQA's services and activities. AQA is establishing a Community Advisory Group with representation across the AQA community.

### **Continuous Improvement & Development**

AQA is committed to continuous improvement and development and regularly reviews its practices in collaboration with those we support and our diverse communities including our partners and stakeholders. This can occur through audits, reviews, research evaluations, projects and in response to wider industry and sector development.

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AQA values lived experience informed practice and promotes service user and community participation and consultation in the continuous improvement and development of our business and services.

Where someone expresses dissatisfaction with AQA, AQA strives to respond constructively and resolve dissatisfaction directly and at the time it is expressed. When this does not happen, AQA will treat seriously, issues that remain unresolved and is committed to ensuring our complaint handling is accessible, inclusive, responsive, integrated and appropriate, and that our staff act with integrity and respect for all parties.

AQA is committed to ensuring that any concerns raised are understood, acknowledged and appropriately resolved wherever possible. In this regard, there is no wrong door for a person to make a complaint or provide feedback.

## Feedback Management

People providing feedback including complaints will be listened to, treated with dignity and respect and actively encouraged to engage in the resolution process. All feedback will be managed fairly and without bias and we will take all reasonable steps to ensure those making complaints are not adversely affected.

AQA staff will act impartially and have full regard to the legislation, standards and codes of conduct that govern the work we do and our ethical and practice standards and will ensure any actual or perceived conflicts of interests are managed responsibly.

AQA's approach to Feedback; Compliments, Suggestions & Complaints ensures:

- people understand their rights and responsibilities;
- information on the feedback process is easily accessible;
- increased satisfaction of clients in the management of their feedback;
- the recording of data to identify existing or emerging trends or systemic issues;
- an organisational culture that is focused on effective, person-centred complaints resolution and utilising feedback for continuous improvement.

## 4. Reporting:

AQA maintains a register in which all feedback is recorded, categorised and reported through to the Board (as per the Internal Audit Policy & Schedule) and the Executive Management Team for either noting or for exploring opportunities for improvement (separate from the immediate response to the feedback).

## 5. Responsibilities:

### AQA Victoria:

1. Actively maintain, promote and communicate this policy and related resources
2. Support and monitor the implementation of this policy and all associated policies / procedures across all levels of the organisation.

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**Executive Managers, Business Leaders, Practice Leaders & Team Leaders;**

1. Model and lead practice that promotes the principles within this policy
2. Monitor staff compliance with the requirements of the policy
3. Ensure training and information is provided to staff to carry out this policy
4. Respond and report incidents that have compromised client safety and well being

**All AQA staff and volunteers involved in the provision of services and activities.**

1. Implement policy and related procedures when coordinating and delivering services and supports
2. Respond and report incidents that have compromised client safety and well being

**6. Definitions:**

**Feedback:** refers to information, reaction or experience of a service, activity, product or interaction.

**Compliments:** an expression or experience of praise, encouragement or satisfaction.

**Suggestions:** an expression of an idea or an alternative approach for consideration often leading to development or improvement initiatives.

**Complaints:** an expression or experience of dissatisfaction

**7. Related Legislation:**

National Disability Insurance Scheme Act 2013

National Disability Insurance Scheme's [Quality and Safeguarding Framework](#)

Charter of Human Rights and Responsibilities 2006

United Nations Convention on the Rights of Persons with Disabilities

Disability Act 2006

**8. Internal Documents:**

Feedback Procedure

Feedback Form

Feedback Report | Review, Investigation & Response Form

Incident Reporting Policy & Procedure

Human Rights, Choice and Control & Dignity of Risk Policy

Freedom from Violence, Abuse, Neglect, Exploitation & Discrimination Policy

Preventing & Responding to Abuse, Neglect, Exploitation & Discrimination Procedure

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# How to give Feedback

## Telephone

Phone: 03 9489 0777 and speak to relevant staff member,  
You can also ask to speak to a Team Leader, Practice Leader or Manager

## Email

Send an email to [feedback@aqavic.org.au](mailto:feedback@aqavic.org.au)

## Post

Send a letter to:  
AQA Feedback Manager  
PO BOX 219  
Fairfield Vic 3078

## Via our website

<https://www.aqavic.org.au/feedback-form/>



If you have a hearing impairment you can use the **National Relay Service**.  
Go to: [www.relayservice.gov.au](http://www.relayservice.gov.au)



If you do not speak English you can use the **Telephone Interpreter Service (TIS)**.  
Phone: 131 450

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# Who else can I speak to?

## **National Disability Insurance Scheme (NDIS) Quality & Safeguards Commission**

Phone: 1800 035 544

## **Disability Services Commissioner**

Phone: 1800 677 342 (free call).

TTY service for people with hearing or speech difficulties:

Phone: 1300 726 563.

## **The Complaints Resolution and Referral Service**

Telephone: 1800 880 052.

## **TAC - Transport Accident Commission**

Phone: 1800 931 233

## **Office of the Public Advocate**

Phone: 1300 309 337

## **The National Disability Abuse and Neglect Hotline**

Phone: 1800 880 052

## **Disability Advocacy Resource Unit**

Phone: 9639 5807

## **Disability Advocacy and Information Service**

Phone: 1800 242 636

## **Disability Justice Advocacy Inc.**

Phone: 9474 0077 or 1800 808 126

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