



# **Lifeline Australia**

## **Feedback & Complaints Policy**

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## 1. Policy Purpose and Scope

This policy outlines the handling and management of feedback and complaints at Lifeline Australia.

## 2. Using Feedback to Improve Quality and Service Provision

At Lifeline Australia we strive to provide the best possible service to clients. We consider an effective feedback handling process to be an essential part of good customer service and to provide an insight into services that are not working as well as they might.

We view all the feedback we receive as an opportunity to develop and improve the quality of our services. Every item of feedback we receive is read by one of our staff members, and where appropriate, fed into our continuous improvement processes.

Lifeline Australia reviews the feedback and complaints we receive as part of monitoring and improving our services. Summary information from our feedback and complaints systems is analysed and used in our service design and improvement activities to continually improve the quality and effectiveness of our services.

The Lifeline Australia Board, through its Service Committee, monitors summary information from our feedback and complaints systems each quarter.

We may use feedback from stakeholders in our publications (e.g. Annual Report), newsletters, marketing material, and for training and quality assurance purposes. This is always done in a way that protects the identity of the individual, or if this is not possible or appropriate, with their express permission.

## 3. Responding to Feedback, including Complaints

Lifeline Australia will investigate and respond to all complaints. Lifeline Australia also acknowledges individuals providing other types of feedback e.g. compliments and suggestions.

Lifeline Australia will treat any individual making a complaint (or providing any form of feedback) with dignity, respect and confidentiality.

Lifeline Australia will not respond to feedback that is provided in an offensive, harassing or malicious manner.

## 4. Receiving Feedback and Complaints

Feedback and complaints can be received in a number of ways. An individual may:

- Complete an online Enquiries & Feedback form on the Lifeline Australia website: <http://www.lifeline.org.au/About-Lifeline/Contact-Us/Enquiry/default.aspx>.
- Write a letter to PO Box 173, Deakin West ACT 2600.
- Participate in a client satisfaction survey or program evaluation facilitated by Lifeline Australia.

## 5. Anonymous Feedback and the Use of Pseudonyms

Anyone providing feedback is entitled to remain anonymous or use a pseudonym if they so choose. Lifeline Australia may be limited in what action it can take in responding to, investigating and addressing anonymous feedback.

## 6. Providing Assistance

If requested, Lifeline Australia will assist an individual to provide feedback or lodge a complaint by:

- guiding the individual to the Enquiries & Feedback form on our website; or
- entering feedback or complaint into our Feedback Tracking System on their behalf; or
- helping the individual to complete a Feedback form applicable to the service or program.

An individual providing feedback or making a complaint may appoint a third party to act on their behalf. Lifeline Australia will respond to the third party, subject to the provision of appropriate written authority.

## 7. Managing Feedback and Complaints

In receiving a complaint, Lifeline Australia will:

- acknowledge receipt of the complaint within five (5) working days where possible, and if a response has been requested.
- investigate the issue raised and decide on any actions or improvements that may be required.
- advise relevant government departments and/or external agencies where required to under legislation.
- respond to the individual making the complaint within 25 business days of receipt (or sooner if required by contract or legislation) with the outcome of the investigation. If the matter cannot be resolved within this time, Lifeline Australia will advise the individual of the reasons for the delay and provide a revised timeframe.
- ensure appropriate records are maintained in accordance with Lifeline Australia policies and procedures, any applicable program or contractual requirements, and applicable Privacy legislation. In receiving other types of feedback, Lifeline Australia will acknowledge the receipt of the feedback with an appropriate expression of appreciation.

## 8. Reviewing Complaints

If an individual is not satisfied with Lifeline Australia's response to their feedback or complaint, they may write to the Chief Executive Officer via [comments@lifeline.org.au](mailto:comments@lifeline.org.au) or at:

Lifeline Australia  
PO Box 173  
Deakin West ACT 2600

The Chief Executive Officer will respond within 25 business days of receiving the written request.