



JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

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Applies to:
Specific responsibility:

Version: V1
Date approved: March 2024

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

Jumbunna actively seeks the input of clients and stakeholders and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities.

The organisation will:

- foster a service culture that encourages open and honest communication
- inform clients about the standard of service they can expect
- protect the right of clients and stakeholders to provide feedback and to make complaints about service delivery
- encourage and make it easy for people to provide feedback
- provide anonymity to people providing feedback
- record and analyse information arising from feedback and use it to improve services

PROCEDURES

Encouraging client and stakeholder feedback

The General Manager will be responsible for ensuring that clients and stakeholders are informed of what they can expect from the service and how they may provide feedback. Information will be provided to clients and stakeholder.

All staff and volunteers working with clients and stakeholders are responsible for ensuring they are familiar with the procedures for clients and stakeholders to provide feedback, and for:

- accepting and reporting informal feedback
- offering clients an opportunity to provide formal feedback when appropriate

Initiating and collecting client and stakeholder feedback

Feedback may be provided by individual clients and stakeholders on their initiative or in response to requests from the organisation.

Individual clients and stakeholders may provide feedback by:

- Verbal feedback;

- written response;
- survey

The General manager will be responsible for receiving and making a record of feedback. The General Manager will be responsible for reviewing feedback records and identifying any action required.

Participation and feedback

Participation feedback should be a two-way process. Jumbunna is committed to ensuring that:

- Those providing the feedback know what will happen with the information that they provide
- Individuals feel safe to provide negative feedback
- Individuals feel valued by seeing the impact of suggestions that have been made or hearing about changes that have been made in response to their input

Using feedback for service improvement

The General Manager will be responsible for maintaining and managing feedback in a timely manner. The General Manager will acknowledge feedback within ten working days of receiving it. Depending on the nature of the feedback, responses may include:

- Thanking the individual/service
- Informing the individual/service of its value
- Explaining how the information will be used for service improvement
- Following the procedure set out in the Complaints Management Policy

Results from client and stakeholder feedback will be reviewed by the General Manager and by Governing Board and used to:

- inform service planning by including a review of client and stakeholder feedback in all service planning, monitoring and evaluation activities
- inform decision making by including a report on client and stakeholder feedback as a standard item on staff and management meeting agendas

Recording Feedback

Managing feedback is critical in promoting Jumbunna's reputation of valuing all feedback.

The staff member that receives feedback should raise the issue with their direct supervisor and discuss a plan to respond to it or provide further resolution.

When receiving negative feedback, the General Manager is required to record the feedback in the Complaints Register. This document records factual information, which can be supported by evidence, or it should note that the information is not yet substantiated.

DOCUMENTATION

Documents related to this policy	
Related policies	Child Protection, Confidentiality, Incident, Injury, Trauma & Illness
Forms, record keeping or other organisational documents	Keep Them Safe

Policy Name:	Client Feedback	Policy Number:	
Date Approved:	March 2024	Approved By:	Senior Management Team
Date Issued:	March 2024	Review Date:	30 June 2025
Version 1.1	This version of the policy was approved March 2024.		

