



## **VANISH FEEDBACK AND COMPLAINTS POLICY**

### **1. Policy Statement**

The VANISH Committee of Management values feedback in the form of a compliment, suggestion or complaint, from service users, volunteers, staff and others external to the organisation. This will be collected in a systematic way, for the purpose of improving the services offered by the organisation and strengthening its governance.

### **2. Principles**

The Key principles that underpin this Policy are:

- 2.1 The knowledge and experience of service users, volunteers, staff and others external to the organisation is valued.
- 2.2 Feedback will always be provided and received in a respectful manner
- 2.3 The collection of feedback will occur systematically.
- 2.4 Service users, volunteers, staff and others external to the organisation have a right to complain if they need to do so.

### **3. The VANISH Feedback Policy**

- 3.1 The VANISH Committee of Management values feedback as a way of continuously improving and strengthening our services and governance.
- 3.2 The services that VANISH offers, are based on mutual respect and a desire to attain best practice in all that we do and feedback provides an opportunity to learn and achieve these aims.

3.3 VANISH recognises the right of our service users, volunteers and staff and those external to the organisation, to provide a compliment, make a complaint or suggestion about our services, and we are committed to use feedback to improve our services and organisational processes.

3.4 Any feedback that is received will be carefully considered by the Manager or Chair of VANISH. It will be regularly reported to the Committee of Management and will be incorporated into the VANISH improvement initiatives. Feedback will also be monitored and reviewed against standards set by quality assurance frameworks, annual program reviews and Government departments.

3.5 The Policy is contained within the organisational operations manual and can also be found on the VANISH website. It will be displayed at the entrance to the main office, ensuring accessibility by service users, volunteers and staff and Committee of Management members.

3.6 Individual complainants will receive direct feedback on their complaint.

#### **4. Making a Complaint, Suggestion or Providing Praise**

All compliment, suggestion or complaint, will be directed to:

**with the VANISH Manager**                      [manager@vanish.org.au](mailto:manager@vanish.org.au)

**or the VANISH Chairperson**                      [lhubbard@anfvic.asn.au](mailto:lhubbard@anfvic.asn.au)

**Please note that, on request, members of the VANISH Executive are also available to receive feedback and complaints if this is preferred to contacting the Manager or Chairperson.**

#### **5. If required external arbitration will be considered.**

**Relevant Documents:    VANISH Code of Conduct**

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|----------------------------|---------------------------------------|
| <b>VANISH</b>              | <b>Feedback and Complaints Policy</b> |
| <b>Date Approved</b>       | <b>January 2014</b>                   |
| <b>Date to be reviewed</b> | <b>January 2016</b>                   |