

P001	Feedback Procedure
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Once you provide feedback, it will be assessed and responded to depending on the type of feedback provided.

Compliments: You will receive a letter of acknowledgement and thanks from the relevant individual/ department within 2 business days.

Complaints: Formal complaints will be investigated by the relevant individual/department and or management and responded to within 10 business days.

Suggestions: This information will be placed on a Continuous Improvement form, assessed, added to the Continuous Improvement Register and presented at the next Continuous Improvement Committee for endorsement. As a general rule, individuals are not generally notified if and when a suggestion has been actioned unless specifically requested.

For comments: You will receive a letter of acknowledgement and thanks from the relevant individual/department.

Complaints Management Process Any formal complaints will be investigated by the relevant individual/department (please see the previous page for a breakdown of who investigates what) and responded to within 10 business days. Please refer to the flowchart depicting how the investigation process will occur:

Assignment

Once your feedback form has been received, it will be assigned to the relevant individual/department for investigation.

Acknowledgement

You will receive formal acknowledgement of the receipt of your feedback form. Investigation Your feedback will be investigated. You may be contacted to provide further information or context around your feedback.

Notification You will receive notification of the results/outcome of the investigation by the person conducting the investigation. What types of feedback can I provide? You can provide all types of feedback, whether that be a compliment, complaint or suggestion for improvement. It is just as important to let us know when we are doing something right as well as when there is an issue to give us a balanced view of the organisation.

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How can I provide feedback?

All stakeholders of the organization can provide feedback through a variety of channels.

- By filling out a hard copy of the feedback form
- By requesting an electronic version which the operations team can email to you
- By filling out an online form on the portal
- By speaking to an operations employee who can fill a feedback form out on your behalf

