

# Feedback policy

## Purpose

This policy explains why feedback is important and how we deal with it at the Royal Institute for Deaf and Blind Children (RIDBC).

## Scope

This policy applies to all RIDBC employees, volunteers and contractors. It covers feedback from our clients; employees; volunteers; contractors; stakeholders and members of the public.

## Policy

RIDBC welcomes compliments, suggestions and complaints to ensure we continually improve the way we do things.

We address all feedback in a way that ensures access and equity, fairness, accountability and transparency with the goal of achieving a positive outcome for all parties.

We encourage people providing feedback to be supported by their family, carer, advocate and other accessibility supports, such as interpreters.

There may be cases where a complaint cannot be investigated and still be kept confidential. In these cases we will consult with the person making the complaint about if, and how, they would like us to continue with the investigation.

RIDBC will:

- treat all people providing feedback with respect, recognising that the issue is important to the person giving the feedback
- cultivate a supportive environment in which feedback can be given and received
- include the person giving feedback in the process
- communicate and promote feedback processes to all clients and stakeholders
- resolve complaints to the satisfaction of the person making the complaint where possible

## Policy

- support mediation, conciliation or escalation to the appropriate external body if a complaint cannot be resolved within RIDBC
- comply with legislative requirements
- use feedback data to review and continuously improve the effectiveness of our operations
- review and evaluate the accessibility and effectiveness of the feedback system and continuously improve the process.

### Our feedback process:

- allows any person to make a complaint or provide feedback
- is simple, accessible and easy to use
- encourages complaints to be resolved at the point of contact where possible
- ensures complaints or appeals are fairly assessed and responded to promptly
- follows principles of procedural fairness
- maintains the confidentiality of parties involved, only sharing private information with people directly involved in the complaint and its resolution. Information will only be disclosed if required by law, or if otherwise necessary
- balances fairness and confidentiality to safeguard the interests of all parties.

## Definitions and abbreviations

<b>Term</b>	<b>Definition</b>
Procedural fairness	<p>Procedural fairness is a legal principle that ensures fair decision making and requires:</p> <ul style="list-style-type: none"><li>• decisions to be free from bias or appearance of bias by the decision-maker</li><li>• decisions to be based on evidence that supports the facts</li><li>• people likely to be adversely affected by decisions have an opportunity to:<ul style="list-style-type: none"><li>○ present their case and</li><li>○ have their response considered before the decision is made.</li></ul></li></ul>

Policy

## References

Feedback procedure (PRD00025, pending)