

CLIENT FEEDBACK PROCEDURE

OUR STAFF ALWAYS ENCOURAGES, AND WILL SUPPORT AND PROVIDE INFORMATION FOR PEOPLE ON HOW TO PROVIDE FEEDBACK TO US.

WE BELIEVE IT IS A BASIC HUMAN RIGHT TO CONTACT US AND PROVIDE FEEDBACK. THE FEEDBACK WILL BE REVIEWED BY OUR MANAGEMENT TEAM, AND OUR PROCEDURE WILL BE FOLLOWED.

OUR TEAM WILL ENSURE THAT THE PERSON'S RIGHTS AND PRIVACY ARE RESPECTED AT ALL TIMES AND THAT THEY ARE WELL INFORMED, ENCOURAGED TO PARTICIPATE AND

TO BE INCLUDED THROUGHOUT THE PROCEDURE AND ADVISED OF THE FINAL OUTCOME.

IF WE ARE UNABLE TO RESOLVE ANY CONCERNS, WE WILL SUPPORT AND ASSIST THE PERSON TO SEEK EXTERNAL SUPPORT NETWORKS TO RESOLVE ANY CONCERNS.

WE INVITE FEEDBACK FROM THE PUBLIC, ALL STAKEHOLDERS, OUR CLIENTS, THEIR FAMILIES AND FRIENDS OR A CLIENT'S ADVOCATE.

WHEN THE PERSON RINGS THE HEARTBEAT OFFICE, THE CONSULTANT WILL LISTEN AND PROVIDE OPTIONS AND INFORMATION TO THE PERSON SO THEY CAN CHOOSE WHICH IS THE BEST OPTION FOR THEM TO PROVIDE FEEDBACK, MAKE A SUGGESTION OR PUT FORWARD A COMPLAINT. ASSISTANCE IN THIS PROCEDURE IS PROVIDED.

HEARTBEAT WILL NEVER PASS ON ANY COMMENTS TO THE PERSON, EXCEPT FOR REASSURANCE THAT THE PERSON'S FEEDBACK (WHETHER POSITIVE OR NEGATIVE) WILL BE DEALT WITH AS PER *HEARTBEATS' CLIENT FEEDBACK PROCEDURE*.

FEEDBACK CAN BE RECEIVED VERBALLY OVER THE PHONE, VIA AN EMAIL, VIA A FAX, THROUGH OUR WEBSITE BY CLICKING ON THE CLIENT FEEDBACK ICON, CLIENT SURVEYS, IN PERSON FACE-TO-FACE, BY SENDING A LETTER OR REQUEST A HARD COPY OF OUR FEEDBACK FORM TO BE MAILED TO THEM. CLIENT FEEDBACK FORMS ARE INCLUDED IN ALL CLIENT FOLDERS.
A PERSON MAY CHOOSE TO USE THEIR OWN INTERNAL COMPLAINS FORM.

CONSULTANTS AND STAFF WILL INFORM THE MANAGEMENT TEAM AS SOON AS POSSIBLE. WHEN THE FEEDBACK IS **POSITIVE** THE PERSON OR STAFF MEMBER WILL BE PRAISED AND CONGRATULATED.

WHEN THE FEEDBACK IS **NEGATIVE**, A STAFF PERSON MAY OR MAY NOT BE REMOVED FROM FURTHER PLACEMENTS UNTIL THE MATTER CAN BE RESOLVED. PLEASE NOTE THAT THIS DECISION WILL BE MADE AT THE REQUEST OF THE PERSON PROVIDING THE FEEDBACK AND/OR BY THE MANAGEMENT TEAM.

DEPENDING ON THE NATURE OF THE FEEDBACK, THE STAFF MEMBER IS INSTRUCTED TO COME INTO THE OFFICE AND CAN BRING A SECOND PERSON WITH THEM.

THE MANAGEMENT DISCUSSES THE NATURE OF THE COMPLAINT WITH THE STAFF MEMBER AND THEY ARE ASKED TO RESPOND IN WRITING TO THE MANAGEMENT TEAM.

THE STAFF PERSON INVOLVED WILL BE ADVISED OF THE OUTCOME. THE MANAGEMENT WILL RESPOND BACK VERBALLY AND/OR IN WRITING TO THE PERSON WHO PROVIDED THE FEEDBACK. IF WE ARE UNABLE TO RESOLVE ANY COMPLAINTS, THE PERSON WILL BE ENCOURAGED, SUPPORTED AND ASSISTED TO SEEK EXTERNAL SUPPORT TO RESOLVE ANY CONCERNS INCLUDING THE NSW OMBUDSMAN. CONTACT THE NSW OMBUDSMAN <http://ww.ombo.nsw.gov.au/complaints>

