

Customer & Client Feedback

Policy Statement:

The Y Canberra Region views customer feedback as an opportunity for improvement and deems to utilize these events as an opportunity to not only improve the service provided but to build stronger relationships and loyalty with individual customers who have taken the time to let us know how they are feeling. Customer feedback is a valuable tool that enables the Y Canberra Region to continue to improve the programs and services we provide.

Objectives:

- To encourage customer feedback across all programs and services
- To ensure all customer feedback is managed appropriately with due consideration for accountability and quality improvement.
- To provide opportunities for consultation, evaluation and review of individual service operations and the delivery of the education and care programs
- To communicate the option and process of making a complaint
- Handling complaints diligently and confidentially

Policy:

Feedback Strategies:

- Customer feedback is a valuable tool for the Y Canberra Region and feedback should be actively sought and encouraged across all programs and services
- All Y Canberra Region centres will maintain a customer feedback file in which all feedback is to be retained in for quality improvement and marketing purposes
- A complaint must be logged on SOLV system when a Director or supervisor understands it needs to be addressed by upper management of the organization. The related executive manager will review the incident and reply in a timely manner.
- Opportunities can be made for customer feedback via surveys, feedback cards, email, conversations, feedback/suggestions boxes, family feedback forms on curriculum and children's experiences within Children's Services
- All units are to have a customer feedback form that is available to customers
- All customer feedback is valid and should be treated with respect
- All verbal feedback from customers should be responded to by the Manager, educator or Y People member directly receiving the feedback
- Customers providing verbal feedback should be encouraged to complete a customer feedback form

Y CANBERRA REGION – CUSTOMER AND CLIENT FEEDBACK

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R016	Children Services Executive Manager	Internal/External	20/01/2021	20/01/2021	APPROVED

Complaints Strategies:

- Communicate information on the process to families through orientation and enrolment processes and information
- Provide contact details for putting forward a complaint
- When managers deem it appropriate they are to respond to anonymous customer complaints by posting a written response addressing the complaint at the Y Canberra Region service or program
- Ensure every complaint is managed and is an opportunity for quality improvement
- Managers are requested to document customer feedback and complaints on their monthly reports
- Provide training on complaints management
- Discuss the process for managing complaints with educators and Y People

Sample complain process for clients:

1. Families make a formal complaint about aspects of our service, and no person will be disadvantaged in any way as a result of that complaint.
2. Complaints should be forwarded to:
 - Name of Service
 - Y Canberra Region
 - Name of Centre Director/Nominated Supervisor
 - Address and Phone
3. Your complaint will be dealt with in the strictest confidentiality. Any educator or Y People member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
4. Your complaint will be documented by an educator or Y People member, and placed on the complaints register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the approved provider.
5. Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.
6. The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

Evaluation

Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community which results in positive change and improvement.

All complaints are managed aiming to lead to quality improvement and are conducted in a safe manner in a secure environment.

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Scope

All Y people

Roles and Responsibilities

Department/Area	Role/Responsibility
Y People	Refer to policy and actively listen to customers and clients feedback

Supporting Documents (links to procedures, legislation, forms, work practices)

- Children (Education and Care Services National Law Application) ACT 2010
- Education and Care Services National Regulations 2011: 168,173,176
- QUALITY AREA 7: LEADERSHIP AND SERVICE MANAGEMENT -7.3
- Complaints and Feedback

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