

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 locations 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, manager or supervisor understands it needs to be addressed by upper management of the organization. The related manager will review the incident and reply in a timely manner.
- Opportunities can be made for customer feedback via surveys, feedback cards, Storypark, 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

Ref #	Owner	Internal/External	Approved	Last Amended	Status
R016	Children Services Executive Manager	Internal/External	20/01/2021	07/09/2023	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
- Provide training on complaints management
- Discuss the process for managing complaints with educators and Y People

Sample complain process for clients:

1. Clients and participants 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/Manager
 - Address and Phone
 - E-mail
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. 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. Y Canberra Region will notify legislative agencies of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

Y CANBERRA REGION – CUSTOMER AND CLIENT FEEDBACK

Ref #	Owner	Internal/External	Approved	Last Amended	Status
R016	Children Services Executive Manager	Internal/External	20/01/2021	07/09/2023	APPROVED

Safeguarding Complaints Management

Y Canberra People in front-line roles with children and young people make sure that their participants know that they are here to help them and hear them in a non-judgmental way. We use the [Feel Safe Be Safe Framework](#). When a child or young person comes to us with a complaint, we make sure not to lead the conversation, let them explain themselves whilst offering reassurance that it will be taken it seriously and confirm that their complaint can help us to improve our services.

Y Canberra Region will provide details of any complaint to the relevant early childhood education or care authority. All of our staff and Managers make time to support each other in understanding and meeting the requirements of their roles.

The following are the nine principles of the National Y Complaints Management Process as informed by guidance provided by the Office of the NSW Ombudsman in collaboration with the National Office for Child Safety:



Y CANBERRA REGION – CUSTOMER AND CLIENT FEEDBACK

Ref #	Owner	Internal/External	Approved	Last Amended	Status
R016	Children Services Executive Manager	Internal/External	20/01/2021	07/09/2023	APPROVED

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 in a safe, respectful environment with the aim to improve the quality of our service delivery.

Scope

All Y people

Roles and Responsibilities

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

Monitoring, Evaluation and Review

This policy will be due for review every 2 years or prior depending on regulations and circumstances.

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
- ACT Ombudsman Act 1989 (Reportable Conduct ACT)
- Children's Guardian Act 2019 (Reportable Conduct NSW)
- Children and Young People Act 2008 (ACT)
- ACT Senior Practitioner Act 2018 (ACT)

Y CANBERRA REGION – CUSTOMER AND CLIENT FEEDBACK

Ref #	Owner	Internal/External	Approved	Last Amended	Status
R016	Children Services Executive Manager	Internal/External	20/01/2021	07/09/2023	APPROVED