Feedback Flowchart

Information about how to provide feedback

- Make available through multiple channels including:
 - Corporation website (<u>www.brisbanemercy.org.au</u>)
 - Administrative office in Nudgee
 - Sisters and personnel informing people through their work/role/volunteering

Receiving feedback

- Accept feedback, including complaints, in writing, via telephone calls, in person discussions, surveys and/or meetings
- Acknowledge the receipt of feedback
- The General Manager assesses the feedback received and determines its nature and relevance
- If necessary, refer the feedback to the appropriate manager for action

Compliments

- Forward compliments to the General Manager who will forward it to relevant Sisters, employee or volunteer
- The General Manager is responsible for collating compliments and providing periodic reports to Trustees

Complaints

- Listen attentively and with compassion
- For safeguarding matters, refer to the Safeguarding Complaint Response policy and procedure
- For all other complaints, ask the person what they want to have happen as a result of their complaint
- Report complaints (other than safeguarding) to the General Manager
- The General Manager will report to the Trustees as appropriate

Communicating outcomes

- The General Manager or delegate will provide feedback to individual and/ or organisations
- Outcomes will be communicated promptly and effectively
- Document all communications
- Invite feedback on the complaint and resolution process

Anonymous feedback

- Anonymous feedback must be forwarded to the General Manager, who will
 evaluate and determine if any action is required.
- If anonymous feedback raises an issue of broad relevant or significant risk, the General Manager will escalate it to the Trustees.

Learning from feedback

- The General Manager is responsible for maintaining a register of feedback received
- The register contains de-identified information to maintain confidentiality
- Annually, a report on feedback trends, issues and resolutions is presented to Trustees

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