

## Feedback Policy

### Policy Statement

- › Safe Steps values feedback from our clients, their representatives, our stakeholders, and anyone who engages with us. We see complaints, compliments and suggestions as important information sources to inform improvements to services and ways of working.

### Definitions

- › **Complainant:** person, organisation, or their representative, making a complaint
- › **Complaint:** Expression of concern, dissatisfaction or frustration made by someone, or on behalf of someone, regarding the quality or delivery of services, an outcome or decision, the complaints handling process itself, or Safe Steps' responsiveness
- › **Compliment:** expression of praise, encouragement, or gratitude
- › **Feedback:** opinions, comments, and suggestions for improvement

### Guiding Principles

- › In dealing with feedback, Safe Steps will be guided by the following principles:
  - **Objectivity:** Feedback will be considered in a fair, impartial, confidential and transparent manner
  - **Accessibility:** We encourage people to provide feedback, make our feedback policy available through multiple channels, and support people to give their feedback
  - **Responsiveness:** Where a response is expected, we will do so in a timely manner, and/or set expectations about the process and timeframes
  - **Obligations:** We comply with relevant legislation, regulation and service standards:
    - We have zero tolerance for discrimination, harassment and bullying, including against the LGBTIQ+ community, people with a disability or who are Aboriginal and Torres Strait Islander
    - We have zero tolerance for any form of violence or abuse perpetrated against children and young people
    - We are obliged to identify vulnerable children and young people and intervene early to ensure their safety and to comply with the Reportable Conduct Scheme which is enshrined in the *Child Wellbeing and Safety Act 2005 (Vic)*
    - We must comply with a range of legislative and regulatory requirements including those related to Privacy legislation, Information Sharing Scheme requirements, Social Services Standards, Victims of Crime Commission Standards

### Our Approach

- › Overview:

- We accept feedback through multiple channels (ie webchat, phone, or email) and/or accessibility services (eg interpreter or national relay service).
- We accept feedback from anonymous sources, noting that this may limit our ability to resolve the concern.
- We take reasonable steps to investigate, resolve and communicate the outcome of complaints in a timely, transparent and respectful manner.
- We may undertake a review if the complaint is not resolved to the person's satisfaction and/or referring them to relevant authorities.

#### > External authorities

- If we are unable to resolve the matter to the satisfaction of the complainant, or the matter is best to be addressed by other authorities, we encourage people to contact them. They include the following agencies:
  - [The Children and Young People Commissioner](#) on 1300 782 978  
receives complaints regarding child safety concerns
  - [The Department of Families, Fairness and Housing](#) on 1300 884 706  
receives complaints regarding any service they provide, contract, fund or regulate
  - [The Homelessness Advocacy Service](#) on (03) 8415 6200  
receives complaints relating to homelessness assistance or social housing services
  - [The Office of the Information Commissioner](#) on 1300 363 992  
receives privacy complaints about the handling of personal information
  - [The Victims of Crime Commissioner](#) on 1800 010 017  
receives complaints from victims of crime regarding victims' services
  - [The Victorian Ombudsman](#) on (03) 9613 6222  
receives complaints about treatment by Victorian public organisations, including community services receiving Victorian government funding