



Feedback (compliments and complaints)

Purpose

The purpose of this document is to set out how a person can provide feedback both positive and constructive about any aspect of Dardi Munwurro's service, programs and operations.

Staff grievances are not covered in this policy and are dealt within the Dardi Munwurro's Staff Grievance Policy and Process

Definitions

Compliment - an expression of praise, encouragement or gratitude about an individual staff member, a team or a service.

Complaint - an expression of dissatisfaction made to or about an individual staff member, a team or a service.

Scope

Dardi Munwurro is committed to receiving feedback from staff, clients, community members, contractors and external agencies as means of promoting continuous delivery improvement.

Dardi Munwurro recognises the right of any individual to provide feedback or raise a complaint regarding the following

- Any aspect of operations and service provided to staff, clients, community, contractors and external agencies on-site or an outreach basis
- The behaviour of, and/or interaction with, any Dardi Munwurro staff, clients or contractors
- Dardi Munwurro's practices, policies or procedures

Dardi Munwurro respects the right of individuals to make complaints and complainants will be treated with respect and provided with support and assistance throughout the process.

Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

Dardi Munwurro follows a five-step model for handling feedback and complaints.

1. **Receive**
2. **Record**
3. **Acknowledge**
4. **Resolve; and**
5. **Communicate resolution**

Dardi Munwurro will commit to;

- **Listen** – openly to the concerns being raised by the complainant.
- **Ask** – the complainant what outcome they are seeking.

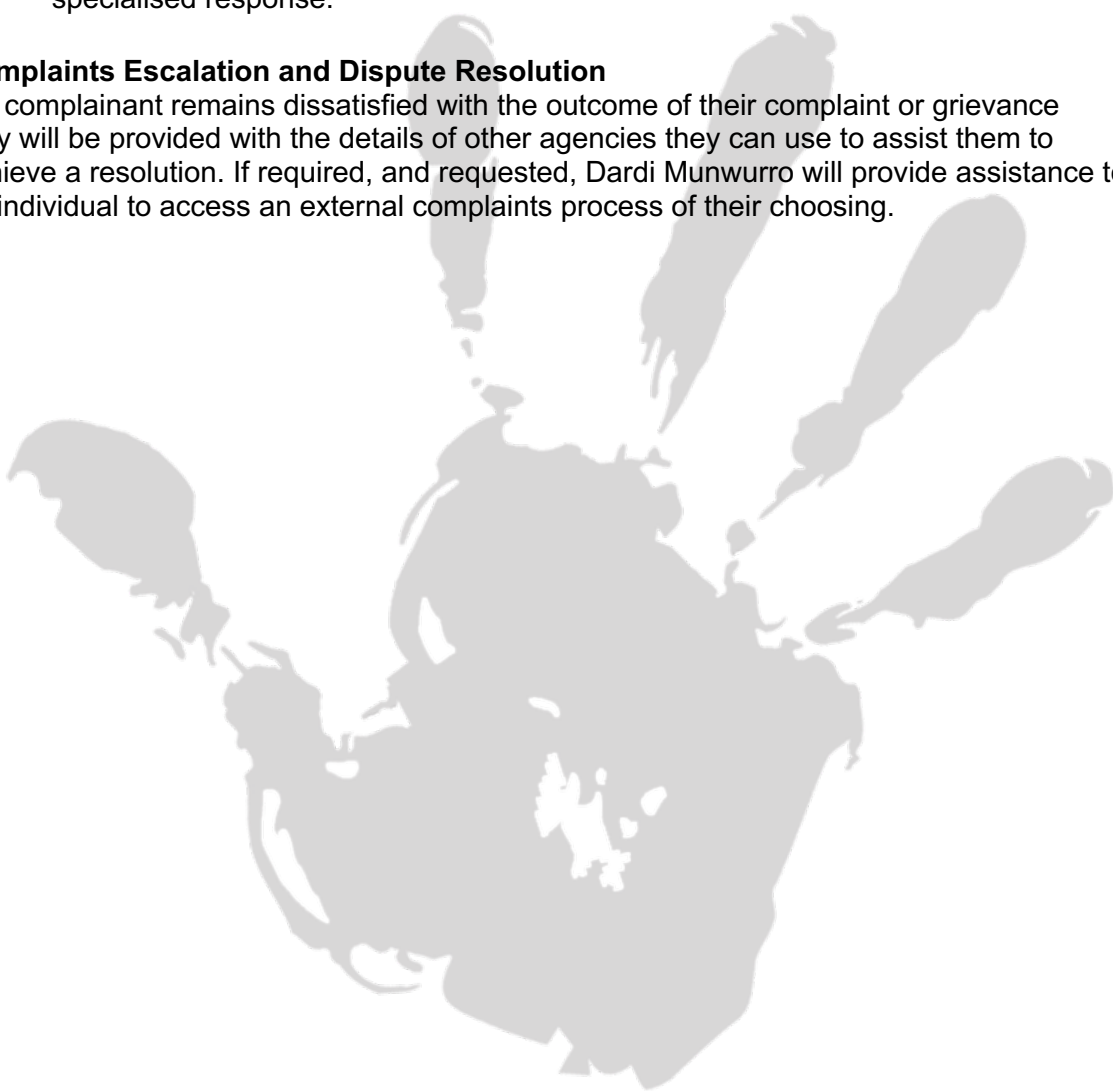
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- **Inform** – the complainant clearly of the complaint process, the time the process takes and set realistic expectations, ensuring they understand their confidentiality will be maintained throughout the process, and only the people involved directly will be spoken to.
- **Be accountable** – and empathic towards the affected person and action all commitments made.
- **Assess** – situations that pose an immediate threat or danger, or require a specialised response.

Complaints Escalation and Dispute Resolution

If a complainant remains dissatisfied with the outcome of their complaint or grievance they will be provided with the details of other agencies they can use to assist them to achieve a resolution. If required, and requested, Dardi Munwurro will provide assistance to an individual to access an external complaints process of their choosing.



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FEEDBACK AND COMPLAINTS FORM

Let us know your response below:

<input type="checkbox"/> Complaint	<input type="checkbox"/> Compliment
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<input type="checkbox"/> Dardi Munwurro Programs	<input type="checkbox"/> Aunty Alma's Gathering Place
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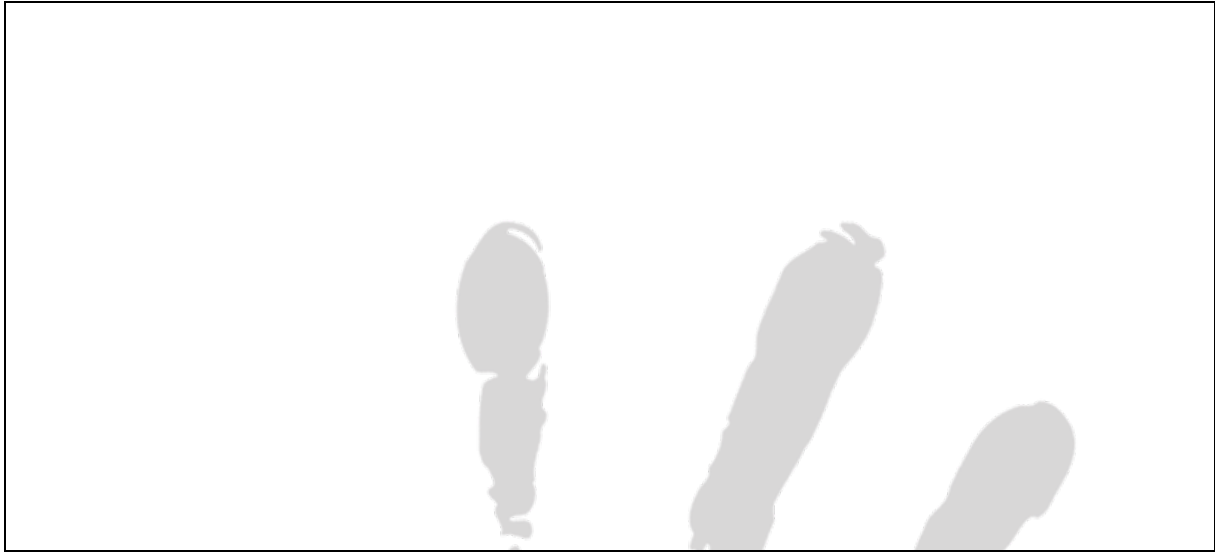
PERSONAL DETAILS

Do you wish to remain anonymous:		<input type="checkbox"/> Yes	<input type="checkbox"/> No
First name:		Last name:	
Mobile:			
Email:			

Please share any feedback or concerns. Include what led to making the complaint, compliment or feedback, the approximate date(s) and who was involved?

What outcomes would you like as a result of providing your feedback?

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PRIVACY

Dardi Munwurro collects your personal information for investigating and responding to your complaint, compliment or feedback. Please be advised that compliments may be used and published by Dardi Munwurro as part of our testimonial. No personal or identifying information will be used. If you do not want your compliment to be published, please let us know. If you choose to remain anonymous, Dardi Munwurro may be unable to take action to your complaint, compliment or feedback.

DECLARATION

I declare the information I have provided is true and correct

FULL NAME	
DATE	
SIGN	

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