

Our People

Members and Stakeholders

Feedback and Complaints Policy and Procedure

<i>Authorised by - Name (Role):</i>	<i>Date Authorised:</i>
<i>The Board</i>	<i>29 October 2024</i>
<i>Last Modified/Version:</i>	<i>Next Review:</i>
<i>NA</i>	<i>October 2026</i>
<i>Summary of changes:</i>	
<i>New policy following legal review and team and board input.</i>	

Feedback and Complaints Policy and Procedure

Policy

NHT values feedback from members and other stakeholders and acknowledges responding effectively to feedback is critical in supporting a continual quality improvement culture and meeting the goals of the organisation and the Network.

Purpose

This policy outlines how feedback and complaints from members, and other external stakeholders that relate to NHT operations, staff or activities under NHT auspices, are managed.

It is also to ensure compliance with the *NHT Grant Deed – Special Condition 7 – Performance* feedback and complaints resolution procedures.

This policy does not cover complaints relating to specific houses, or the funding body.

Principles

It is the policy of NHT that:

- feedback is encouraged from all members, participants, employees and other stakeholders,
- feedback is valued and acknowledged as key opportunities for improvement.
- people providing feedback are treated with respect and not adversely affected because an issue or complaint has been made by them or on their behalf.
- feedback is responded to efficiently and fairly and those involved are kept up to date with progress

Procedure

Encouraging Feedback

NHT provides several ways members and other stakeholders can provide feedback, including complaints, compliments and suggestions.

NHT encourages issues to be raised early so they can be addressed effectively.

Feedback mechanisms include:

- Verbal feedback – such as individual conversations, Network meetings, etc.
- Written feedback – including email
- Contact Us information on our website
- Surveys or other specific feedback forms relating to NHT services
- [Feedback and Complaints Form](#)

Feedback will be responded to as soon as practicable. Where an issue may require further or more detailed action, written feedback can be submitted for follow up.

NHT ensures our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

Complaints

NHT are committed to managing people's expectations, and will acknowledge the receipt of a complaint within two weeks, and inform them, of the following:

- The complaints process
- Expected time frames for actions relating to the complaint
- The progress of the complaint and reasons for any delay if they occur
- Their likely involvement in the process, and
- The possible or likely outcome of their complaint.

Reviewing complaints

NHT assesses and prioritises feedback and complaints in accordance with the urgency and/or seriousness of the issues raised.

If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

Details are recorded along with any supporting information on the [Feedback and Complaints Form](#).

The record includes:

- Contact information of the person making a complaint and the date received
- Issues raised by the person providing feedback or making a complaint and the outcome/s they would like to see happen to resolve the issue.
- Any other relevant information, and
- Any additional support the person making a complaint requires.

NHT advises the complainant as soon as possible when any part of their complaint needs to be directed elsewhere and provides advice about where such issues and/or complaints may be directed.

Follow Up

All complaints will be treated confidentially

Where appropriate, follow up actions will be taken in accordance with procedural fairness and natural justice, to address any issues and implement improvements as quickly as possible.

Follow up actions are documented on the [Feedback and Complaints form](#) and key parties are kept informed of progress.

People providing feedback will be provided with reasons for decisions and any options for redress or review.

Records

NHT maintains Feedback and Complaints records including:

- How the complaint was managed
- The outcome(s) including follow up actions taken to address the problem identified, improve services provided, or further analysis to identify any underlying or root causes.
- Notes relating to communications with the feedback provider
- Close out date

The *Feedback Register* is completed to note completed feedback forms, and to assist with reviewing, identifying any trends in feedback, and reporting deidentified information to the

Board, unless people stipulate they would like their information provided to the Board.

Review and Reporting

Feedback is a standing agenda item at team meetings, and informal feedback received is noted by the team, and any follow up actions identified.

A summary of complaints, feedback or issues are collated from the *Feedback Register* and deidentified information is provided to the Board as part of the CEO report.

Supporting documents:

- [Feedback and Complaints Form](#)
- *Feedback Register*

References

Institute of Community Directors Australia – [Complaints Handling](#).

NHT Grant Deed – Special Condition 7 – Performance feedback and complaints resolution procedures