

# Feedback Policy

Independent Living Centre Tasmania [ILCT] welcomes information and feedback from clients/participants and other key stakeholders that will enable improvement of the quality of services.

We respect the client's/participant's privacy in managing and responding to feedback. Client/participant feedback is a valued way of improving services.

Organisational learning is important outcome of feedback. If we cannot ensure that we can protect the privacy and confidentiality of the person we will discuss with the person first.

Confidentiality of the staff member or person will be de-identified but we recognise this is difficult and we will get consent.

Clients/participants have a right to provide feedback about the service they are receiving from ILCT without fear of retribution and can expect complaints to be dealt with fairly and promptly.

Clients/participants are to be made aware of their right to provide feedback and should fully understand the feedback procedure and the use and availability of advocates.

Clients/participants have the right to use an advocate of their choice to negotiate on their behalf with the staff and/or management of ILCT. This may be a family member or friend, or an agency, such as Advocacy Tasmania, Speak Out Association of Tasmania, Association of Children with Disability or other Advocacy Service of their choice.

Feedback may be lodged by telephone, in print, electronic formats, via our website (by selecting the tab titled contact us) or in person.

All formal complaints will receive a response within fourteen (14) days.

Persons affected by a complaint are to be fully informed of all facts and given the opportunity to put their case.

Details of a complaint are kept confidential amongst staff directly concerned with its resolution.

The client's/participant's permission must be obtained prior to any information being given to other parties that may require involvement to resolve the complaint.

Refer to:

6.01 Clients Rights and Responsibilities Policy

6.03 Clients' Rights and Responsibilities Procedure

6.05 Feedback Procedure

6.06 Advocacy Policy

6.06 Advocacy Procedure