

# Feedback & Complaints

At **LSC&PH**, we believe in continuous improvement, and your feedback and complaints play a crucial role in helping us achieve that. This policy is designed to create an open and transparent system where you can easily share your thoughts and concerns with us. **Whether you have a complaint or just want to provide feedback, we're here to listen, take action, and work towards providing better services for you!**

Care  
Fun  
Friendship  
Belonging  
Acceptance

Values

## Principles

Our commitment is to resolve complaints promptly, and we respect your right to express concerns.

We aim to make it easy and accessible for everyone to provide feedback or make a complaint.

We'll guide you on giving feedback or lodging complaints and keep you updated on their handling.

Your complaints are treated fairly and objectively, with courtesy and impartiality, and addressed within established timeframes.

We handle your information securely, following privacy laws, and de-identify data if shared.

We take accountability seriously, providing clear explanations for decisions and having proper review processes.

### Who can submit a complain or feedback?

Anyone can write a note with their full name and contact details, letting us know who or what the complaint or feedback is about, and when and where the issue occurred.



### How to log a complain or feedback?

1. Talking with a staff member
2. Mail: 34 Lakeside Drive Albert Park VIC 3206
3. Email: [ceo@lordsomerscamp.org.au](mailto:ceo@lordsomerscamp.org.au)
4. Phone: (03) 9510 7066
5. In person at the office: 34 Lakeside Drive Albert Park VIC 3206
6. Anonymously: via Microsoft Forms at <https://www.lscph.org.au/>



Acknowledge timeframe: 7 days  
Response: Within 28 days



Lord Somers Camp  
and Power House

## Feedback and Complaints Policy

### Summary

A guide to providing feedback or making a complaint to Lord Somers Camp and Power House (LSC&PH) that fosters open dialogue and positive engagement between all parties.

### Policy Statement

LSC&PH welcomes feedback and complaints as an opportunity to monitor, review and improve our services, practices, policies and procedures.

This policy sets out:

- how a person can make a complaint or give feedback to LSC&PH
- how the LSC&PH will investigate and respond to complaints and feedback.

### Policy Scope

This policy aims to:

- Create an open and transparent complaint and feedback system
- Specify service standards to which we hold ourselves accountable
- Set our timeframes for resolving complaints
- Ensure complaints are handled fairly and objectively, and
- Set out how we welcome complaints and feedback as valuable information to identify where we might be able to improve our service, practices, policies and procedures

### Guiding Values

This policy is based on the five values of LSC&PH which promote personal empowerment.

1. Fun – we find fun in everything we do, and we learn through play.
2. Friendship – We promote lifelong friendships through working together and the sharing of experiences.
3. Care – We work in a voluntary capacity to care and support others without seeking recognition. We also care for ourselves.
4. Acceptance – We accept other people, their values, and their differences. We offer equality of opportunity.
5. Belonging – We provide a place where everyone can belong regardless of gender identity, age, culture, sexuality, or ability.

## Feedback and Complaints Policy

### Guiding Principles

This policy is based on seven universal principles of engagement.

#### 1. Commitment

We value complaints and feedback. We recognise them as being part of our business of serving our communities and improving service delivery. We are committed to resolving complaints and have a culture that recognises an individual's right to complain.

#### 2. Accessibility

People with a range of needs can easily complain or provide feedback. Our staff are available to help you navigate our complaints and feedback process.

#### 3. Transparency

We make it clear how and where to complain or provide feedback. We make it clear how complaints and feedback will be handled. The steps taken to respond to a complaint are recorded and will stand up to scrutiny.

#### 4. Objectivity and fairness

Complaints are assessed on merit and dealt with courteously, impartially and within established timeframes.

#### 5. Privacy

Complaint and feedback information is handled according to privacy laws and other relevant legislation. We provide clear information about how we handle personal information. Complaint and feedback data is de-identified if reported on or shared more widely.

#### 6. Complaint handling accountability

We are accountable internally and externally for our complaint handling performance. We provide explanations and reasons for complaint handling decisions and ensure that our decisions about complaints are subject to appropriate review processes.

#### 7. Continuous improvement

Acting on, learning from and using complaint and feedback data helps us identify problems and improve services.

### Policy Definitions

**A complaint** is an expression of dissatisfaction with conduct or behaviour, the quality of an action taken, or service provided, or a delay or failure to provide a service or take action, by LSC&PH, including by a LSC&PH member or member of staff.

## Feedback and Complaints Policy

**Feedback** is commentary on the LSC&PH services from users or other external parties where no explanation or response to the provider is required. An example is positive feedback about how a service was conducted or a suggestion about a process for consideration.

### Policy Responsibilities

The CEO is responsible for the implementation of the Feedback and Complaints Policy

### Procedural Summary

Any person can complain or give feedback by providing LSC&PH with relevant information in writing, including:

- Person's full name and contact details
- Who and or what the complaint or feedback is about, and
- When and where the issue arose.

A complaint or feedback can be lodged by:

#### 1. Talking with a staff member

2. **Mail:** 34 Lakeside Drive Albert Park VIC 3206

3. **Email:** [ceo@lordsomerscamp.org.au](mailto:ceo@lordsomerscamp.org.au)

4. **Phone:** (03) 9510 7066

5. **In person at the office:** 34 Lakeside Drive Albert Park VIC 3206

6. **Anonymously:** via Microsoft Forms at <https://www.lscph.org.au/>

LSC&PH staff can help you to make a complaint or provide feedback. Feedback and complaints can be lodged by a third party where consent has been provided to their representative to do so.

### Timeframes for handling feedback and complaints

We will acknowledge your complaint within seven days from receiving your complaint if we have your contact details.

We will aim to respond to your complaint within 28 days. If it will take longer than this, we will update you with new expected timeframes.

If you are giving feedback, we may write to you to acknowledge that the feedback has been received.

### How we will investigate and respond to complaints

The Chief Executive Officer or Programs and Events Manager will investigate complaints.

We'll decide who investigates your complaint based on what or who your complaint is about and who's available to respond to you as quickly as possible. A complaint will not be investigated by the person that a complaint is about.

## Feedback and Complaints Policy

To investigate your complaint thoroughly, we may need to tell others about the details of your complaint, including:

- any people involved in the issue raised in the complaint
- the individual who is the subject of the complaint
- the manager or supervisor of the individual who is the subject of the complaint.

When we do this, we may need to share your written complaint to the person(s) involved. The person investigating your complaint may also ask others about their perspectives on the issue that you complain about. We may also need to contact you for more information about the issue or service that you are complaining about.

We will respond to you in writing after we have investigated and assessed all the available information.

### Possible outcomes of complaints

The outcomes of the investigation of complaints may include one or more of the following:

- an explanation of the issues from the perspective of the LSC&PH
- an explanation of LSC&PH services, practices, policies, processes, or procedures
- an outline of any planned changes to LSC&PH practices, policies, processes or procedures based on what has been learnt from investigating a complaint
- if appropriate, an apology.

### Protecting the privacy and confidentiality

We are committed to handling all information in connection with feedback and complaints in accordance with the applicable privacy laws and other legislation that sets out how information should be handled.

Information gathered during the investigation process will only be:

- used to deal with and resolve complaints or to address any systemic issues that the feedback or complaint raises
- disclosed in a de-identified format when reporting publicly on feedback and complaints received by LSC&PH
- shared with LSC&PH members or staff on a need-to-know basis.

### Recording complaints and feedback

All feedback and complaints are recorded by the Chief Executive Officer. We record the following information:

- Details of the person providing feedback or making a complaint
- When and how the feedback or complaint was received
- Description of the feedback or complaint
- The person responsible for handling a complaint
- The formal response to a complaint
- Any action taken in response to feedback or a complaint.

## Feedback and Complaints Policy

We analyse our complaint and feedback data to identify service and practice improvements. Any queries should be directed to the Chief Executive Officer.

### Reporting on performance

We publish high level information on complaints and feedback in our annual reports, available on our website, as part of our commitment to continuous improvement.

### Other relevant policies and procedures

- Code of Conduct
- Managing Breaches of the Code of Conduct Procedure
- Child Safety and Client Protection Policy
- Child Safety and Client Protection Procedure
- Privacy Policy and Procedure

### Policy review

This policy will be reviewed every two years by the PandA Committee or sooner if warranted by internal or external events or changes.

Changes to the policy will be approved for implementation by the LSC&PH Board.