

How to Give Feedback – Compliment or Complaint

The 'Connections Project' was developed to seek direct feedback from clients and other interested people with a view to changing and improving the involvement of clients in the provision of feedback and participation in service planning. We certainly achieved this goal! Feedback poured in and people identified many areas that are successful as well as those that require changes.

“My experience is that if I make a suggestion, I never know if it was bad, good or indifferent and what the outcome is... if any.”

- Consultation participant

This fact sheet is only one of a series that aims to provide feedback to you about the findings and some actions resulting from the 'Connections Project'. This particular fact sheet directly responds to the comments we received from people saying that there is confusion around the matter of how to give feedback or get involved.

A couple of facts

- Approximately 78% of State-wide survey respondents indicated that they were already aware of the process for providing feedback or would be confident that they would be able to find out should the need arise.
- Approximately 22% of respondents were unsure or did not know how to go about providing their feedback.

The Association has a Customer Service Coordinator who assists people wishing to provide feedback. Whether it is a compliment or a grievance, you have a right to voice your ideas or concerns and the Customer Service Coordinator is a great person to start with.

How can I have my say?

There are a number of ways to provide feedback. We welcome you to use our feedback forms which are available from reception and in the member's lounge (adjacent to the cafe). There are two feedback suggestion boxes on the coffee tables in the member's lounge beside the forms.

In the instance of grievances, we want to reassure you that any complaint will be received without prejudice and will be responded to promptly and respectfully. We will maintain confidentiality regarding matters raised and resolving such situations is a priority.

Did you know?

Did you know that the Association has a dedicated Feedback Line? This register will provide a way for the Association to inform people who are interested in being involved in future consultations and feedback, of opportunities to voice their opinions and influence change.”

Feedback Line - (08) 9311 8219

Grievance process

1. We encourage you to communicate your grievance directly with the person concerned in the first instance. Often matters can be resolved quickly with an honest and respectful conversation.
2. If the matter has not been resolved at this point, you can contact a Complaints Officer via correspondence or phone to further discuss your grievance. To do so, simply call (08) 9311 8202 and ask to speak with a Complaints Officer.

3. The matter will be followed up with the relevant senior management and you will receive an official response within 14 days. If at this stage you still feel dissatisfied, you may refer your grievance to the Chief Executive Officer (CEO) who will likewise follow up on the matter and respond to you within 14 days.

4. If the response still does not resolve your concerns, you can refer your complaint to the Board who will make a decision about what further action is required.

5. Finally, if you do not accept the Board's decision, it will inform you of other avenues you may pursue to achieve resolution. These may include the Office of Health Review or Advocacy agencies.

Who can I contact?

The Complaints Officer role is shared by two senior management staff members who assist people to resolve their grievances. The Customer Service Coordinator or the Complaints Officers can both be contacted at the Association in Victoria Park. Our Complaints Policy is available upon request and on our website.

Phone

(08) 9311 8202
1800 847 466 (Toll free for country callers)

Email

info@guidedogswa.com.au

Mail

The Association for the Blind of WA
PO Box 101
Victoria Park WA 6979

What we will do next

- A 'Consultation Contact Register' is being developed. This register will allow people who are interested in being involved in future consultations and feedback opportunities to voice their feedback and influence change.
- The Board will revisit the engagement of clients, members and carers in terms of inclusive opportunities for structured 'client participation' in management level planning and concerns.
- We will continually reinforce the Association's commitment to prompt, respectful and reliable responses to people calls, feedback, grievances and requests in staff inductions and meetings.