The WWC encourages feedback from both internal staff, volunteers and committee members, and, external clients. The WWC will ensure that clients, staff and stakeholders are provided with the opportunity to submit suggestions, improvement requests and suggestions about its service. The WWC will conduct regular feedback sessions with stakeholders, which may take the form of surveys, group sessions, focus groups and/or course evaluations.

**1** **Responsibilities**

The Director and the Client Services Officer at the WWC is responsible for all monitoring and evaluating of all feedback, and for ensuring the appropriate responses are made.

**2** **Procedures**

*2.1* *Lodging Feedback*

Feedback should be in writing and can be lodged using the WWC feedback form, which is available at the WWC premises or online at the WWC’s website, or through any other methods of feedback collection. Verbal feedback can also be provided by contacting the relevant staff member or the Director at the WWC.

In such cases the feedback will be recorded to ensure that the appropriate follow-up action is taken. Once completed the form should be sent to the WWC Administrator. The WWC Administrator will register the feedback and refer it to the WWC Director. The client services officer is responsible for maintaining a current complaint register. The WWC Director, where required, will refer the matter to an appropriate staff member for investigation and action.

*2.2* *Feedback about Employees*

Complaints about employees of the WWC will be directed to the Director. If the Director deems the feedback to be of a nature by which an internal review of the feedback may compromise the efficacy of the feedback, the Director may designate an external person to review the feedback, and, give recommendations regarding the review.

*2.3* *Responses to Feedback*

Where contact details have been provided by the staff, volunteer, committee member or client, the WWC Director will ensure that the person lodging the feedback receives a written response within as soon as possible but no later than 14 days after the othe feedback is registered.

Where the complaint is made in relation to the WWC’s area of responsibility, the WWC Director will investigate the isse, obtain a report from all relevant staff and volunteers on the matter and ensure that a written response is forwarded to the person making the complaint.

*2.4* *Record Keeping*

All original customer feedback or complaints forms will be retained by the WWC for a period of three years, along with a copy of the written response from the Director and any other relevant reports or documents.

**3** **Feedback Form**

The Feedback Form is also found at **Attachment B**.

**Feedback Form**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **This feedback is confidential.**   |  |  | | --- | --- | | Name |  | | Date |  | | Type of service received |  |  1. **Please provide us with details of your feedback or complaint?**  |  | | --- | |  |  1. **How helpful or unhelpful do you feel the WWC was? Please select one option.**  |  |  |  |  |  | | --- | --- | --- | --- | --- | | 5 Very helpful | 4 Helpful | 3 Neither helpful or unhelpful | 2 Unhelpful | 1 Very unhelpful |   **What do you feel was most helpful, if anything, about the WWC? Please describe.**   |  | | --- | |  |  1. **What do you feel was least helpful, if anything, about the WWC? Please describe.**  |  | | --- | |  |  1. **What do you feel you have achieved, if anything, during your contact with the WWC? Please describe.**  |  | | --- | |  |   **How careful or careless do you feel our staff are about the privacy and confidentiality of your information? Please selection one option.**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | 5 Very careful | 4 Careful | 3 Neither careful or careless | 2 Careless | 1 Very careless |   **Why do you feel our staff are careful or careless, if at all, about the privacy and confidentially of your information? Please describe.**   |  | | --- | |  |   **How respectful or disrespectful were our staff to you?**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | 5 Very respectful | 4 Respectful | 3 Neither respectful or disrespectful | 2 Disrespectful | 1 Very disrespectful |   **Why do you feel our staff were respectful or disrespectful, if at all, to you? Please describe.**   |  | | --- | |  |   **Do you have any other feedback about the WWC? Please describe.**   |  | | --- | |  |   **Thank you for completing this questionnaire. The information you have provided will be treated confidentially and used only to improve the WWC in the future.**  Please email your replies to [reception@wwc.org.au](mailto:reception@wwc.org.au) with the subject line: Complaint/Feedback |