



# Complaints and Feedback Policy

## Introduction

The Brisbane Paralympic Football Program (BFPF) values the feedback received from all our members, families, volunteers and stakeholders. Through the development of robust policy and procedure BFPF intends to utilise all opportunities available to identify areas for improvement and to share positive feedback and experiences.

<b>PURPOSE</b>	The Complaints and Feedback Policy and Procedure provides all members, families, volunteers and stakeholders of BFPF the opportunity to make complaints and offer feedback to the organisation. The Complaints and Feedback Policy and Procedure includes clear guidelines on the complaint making process and how the organisation will investigate and resolve complaints.	
<b>DEFINITIONS</b>	<b>Complaint</b>	Expression of dissatisfaction made to or about the BFPF, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.
	<b>Complaint Management</b>	The process of managing the complaint process when complaints are received to the BFPF from an unsatisfied member, family, volunteer or stakeholder.
	<b>Feedback</b>	Information gathered from members, visitors, families, volunteers and stakeholders of the BFPF that provides information that may be used for growth and improvement.
	<b>Privacy Act 1988</b>	Australian law which regulates the way personal information about individuals is handled including the collection, use, storage and disclosure of that information.
<b>COMPLAINTS POLICY</b>	<p>It is the policy of BFPF to have a clear and transparent complaints process in place for both members, families, volunteers and other stakeholders of the organisation. It is the responsibility of the Managing Director and all staff to ensure that the policy is followed, and all complaints are dealt with in a respectful and fair manner. Employee internal complaints and grievances are addressed in the Employee Handbook (4.7 Personal Grievance Policy and Procedure).</p> <p>BFPF's Management Team will be responsible for the investigation, resolution and documentation of all complaints received by the organisation. The Management Team will also</p>	



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be responsible for ensuring that the Complaints and Feedback Policy is reviewed and updated as appropriate.

BFPF will ensure the following points are adhered to:

- Information about how to make a complaint is readily available to all members, families, volunteers and stakeholders of the business.
- All BFPF volunteers will be trained in the complaint procedure through their initial induction into the organisation and in ongoing updates through meetings and professional development. BFPF will ensure that complaints policy and procedure is a regular part of meetings and reviews of the policy are undertaken regularly.
- Any person wishing to make a complaint will be given the necessary information that they need to make the complaint. All volunteers of the organisation will be able to provide the relevant information to the client on request.
- Complaints may be made verbally, in writing or any other way that suits the needs of the complainant. Where a complaint is made other than in writing, BFPF volunteers taking the complaint will record the complaint immediately and ensure that the details are correct by checking them with the complainant.
- Complaints may be made anonymously and will be treated in the same way as any other complaint.
- Any person wishing to make a complaint will be offered support and assistance to make the complaint. If they prefer to, BFPF will ensure that an external person is available to assist the person in making the complaint if they prefer.
- BFPF is aware that at times the process for the complaint making may need to be flexible to suit the nature of the complaint and the person making the complaint. BFPF will take all reasonable steps to ensure that the complaint making process is suited to the complaint and the person making the complaint.
- All people involved or impacted in any complaint made will be kept informed as to the progress of the complaint investigation and the resolution process.
- BFPF will ensure that all people making a complaint are treated with respect. Information will be shared with them openly and no adverse action will be taken against any complainant.



## Complaints and Feedback Policy

	<ul style="list-style-type: none"> <li>• All complaints will be acknowledged when they are made.</li> <li>• All information contained within a complaint will be kept confidential and will only be disclosed if required by law or other appropriate circumstances.</li> <li>• Where a complainant wishes to escalate their complaint, BPFPP will provide support and assistance to the complainant.</li> <li>• BPFPP will ensure that the Complaints and Feedback Policy and Procedure is reviewed and updated regularly.</li> <li>• BPFPP will maintain all complaint records for a period of 7 years and will ensure that all complaint details are collated to show improvement and how the complaint data is used for the betterment of the organisation and service delivery. Where there is a repeated complaint issue, the organisation will investigate the best way to mitigate the complaint and resolve the issue.</li> </ul>
<p><b>FEEDBACK / COMPLIMENTS POLICY</b></p>	<p>It is policy of BPFPP to collect feedback from members, families, volunteers and stakeholders of the business. The feedback can be obtained either verbally, via surveys or in the form of a written testimonial.</p> <p>Feedback surveys will be sent out periodically via email. The results from this feedback will be collated and discussed with volunteers</p> <p>All feedback and compliments will be recorded. Feedback will be collated and used as a tool for improvement and growth as well to positively reinforce practices and services.</p>
<p><b>SCOPE</b></p>	<p>This policy includes all details for making complaints, the investigation and resolution process and the way the information will be shared and used by BPFPP to both correct and improve services. Complaints are accepted from all members, families and carers, volunteers and other stakeholders of the organisation.</p> <p>This policy does not include the internal complaints process where a volunteer may have a grievance with the organisation.</p>

### Complaints Procedure

When approached by a person who wishes to make a complaint, BPFPP volunteers will:

- Listen to the person making the complaint completely and do not interrupt them. Everyone needs to be heard.
- Acknowledge the person's concern by expressing their understanding of the problem. This helps the person understand that they have been heard correctly.
- Provide the person with location of the BPFPP Complaints and Feedback Policy on the BPFPP website and any other information they may need to make a complaint.



## Complaints and Feedback Policy

- Record the following details from the person:
  - Name of the person making the complaint.
  - Preferred method of return contact.
  - Details of the complaint including names, and date the issue first arose; and
  - Preference of outcome.
- Provide the recorded details of the complaint to the BFPF Director or Operation Manager.

When a volunteer provides key details of a complaint, the BFPF Director or Operation Manager will:

- Assess the complaint.
- Immediately report criminal acts or deaths to the police.
- Where not a criminal act, investigate the complaint and notify those involved or impacted of progress.
- Identify and create specific, achievable actions that relate to the issues or concerns identified by the complainant.
- Respond with the results of the investigation and actions to be taken to the complainant and those involved or impacted by the complaint.
- Record the complaint in the appropriate register, finalise it and table it at the next suitable meeting for discussion and further investigation into resolutions and improvements if indicated.
- Follow-up with the complainant.

### External Disputes Resolution

If a complaint remains unresolved and requires further follow up, or if you are not satisfied with the final resolution offered by BFPF in attempting to resolve a dispute, we can assist with information regarding options for you to lodge a complaint with an external agency for follow up. These include:

- Football Queensland
- National Disability Abuse and Neglect Hotline
- Disability Loop

### Feedback Procedures

When approached by a person who wishes to provide feedback, BFPF volunteers will:

- Listen to the person providing the feedback.
- Acknowledge the person's feedback by thanking them for sharing their experience.
- Provide the person with location of the BFPF Complaints and Feedback Policy on the BFPF website and any other information they may need to make further feedback.
- Record the following details from the person:
  - Name of the person providing the feedback.
  - Preferred method of return contact.
  - Details of the feedback.
- Provide the recorded details of the feedback to the BFPF Director or Operation Manager.

When a volunteer provides details of feedback, the BFPF Director or Operation Manager will:

- Record the feedback in the appropriate register, finalise it and table it at the next suitable meeting for discussion.
- Identify and create specific, achievable actions that relate to the feedback.
- Respond to the person providing the feedback.