

The Abbotsford Convent Foundation Feedback Policy Statement



The ACF aims to ensure that the community, visitors and tenants of the Abbotsford Convent have the ability to provide feedback and raise formal concerns improving and developing the Convent and its services.

The ACF understands that people may wish to give feedback, suggestions or make a formal complaint that requires a response and resolution. The Feedback Handling Process will aim to resolve concerns in a timely, transparent and coordinated manner.

The Convent is a multi-faceted business. It provides some services directly whereas other services are provided by tenants of the ACF. The ACF recognizes that people will not necessarily know which services are provided by the ACF and which are provided by tenants. This means that feedback made to the ACF may be about services provided by tenants. In these situations the ACF will receive and acknowledge the feedback, and also ensure that it is forwarded to the relevant service provider. Contact details will be provided by the ACF to the person giving the feedback.

The ACF Feedback process is based on the following principles:

COMMITMENT:

The ACF will provide a policy and a clear process for resolving concerns.

FAIRNESS:

The ACF feedback process will treat tenants, community members and visitors fairly. This means that the ACF will:

- assess feedback on its facts
- treat everyone equally
- take all feedback seriously
- treat those rendering feedback with sensitivity, respect and courtesy
- provide the opportunity to have the concerns dealt with by someone not involved in the matter
- ensure an appropriate remedy is provided if the feedback is substantiated
- provide clear reasons why any actions have been taken
- provide an avenue for mediation where appropriate

TRANSPARENCY AND ACCESS:

The feedback process will be accessible by tenants and community members. It will include information about the right to give feedback, how and where to do it, how the feedback will be handled.

RESPONSIVENESS:

Feedback will be dealt with within established timelines. Anyone giving feedback will be told how long the ACF expects to take to deal with the feedback and will be kept informed of the progress.

PRIVACY AND CONFIDENTIALITY:

The feedback handling process provides confidentiality.

ACCOUNTABILITY:

The feedback handling system will be open to scrutiny by the ACF Board. A feedback register will be maintained and information on trends will be reported to the ACF Board so that any identified recurring problems can be rectified. There will also be a publicly available annual reporting process either on the ACF's website and/or in the annual report.