

### Colony 47 Customer and Client Feedback

Colony 47 is committed to ensuring that all clients are entitled to the highest level of service, this is demonstrated by way of our Client and Customer Service Charter. The organisation is committed to providing clients and customers with the highest level of service and appropriate avenues for providing compliments and complaints about the service they have received. Programs provided by Colony 47 are informed by clients and are open to feedback from clients and other stakeholders. Compliments and complaints will usually be received during service provision. This procedure compliments the Client and Customer Service Charter brochure.

The organisation is also committed to ensuring that staff are provided with positive feedback from clients and are acknowledged appropriately when this feedback is received.

During the time any client is engaged with a program, a client may wish to comment on the nature of the service they have received or on some aspect of their interaction with Colony 47 and its staff.

All feedback will be dealt with in an appropriate manner. This includes treating the comments with respect, as well as taking account of the provisions of the Privacy Act and client confidentiality.

#### **Compliments and complaints are dealt with through the same process.**

A complaint is any problem or concern raised by a client/customer or their supporter about a person or service. It can relate to how the service is provided, when it is available, the way they are treated by staff, the way a decision is made or if it is perceived that a service is not doing what it is funded or mandated to do.

#### **PROCEDURE**

1. All feedback whether by phone or mail should be forwarded to Manager Operations
2. Feedback will then be recorded on the Feedback Form.
3. Once recorded the form will be send to the appropriate Manager for follow up with the person who issued the feedback.
4. The Manager will record follow up action on the form and send back to the Manager Operations
5. Register is to be updated once a compliment and complaint form is received.
6. Compliments and complaints register and procedure to be review yearly by the Executive Team. Refer to management review policy.

## **CLIENT SERVICE CHARTER**

### **COMPASSION**

We are understanding of, show empathy and care for the circumstances and well-being of others.  
We value the contributions of our clients and stakeholders in promoting safe, caring communities.  
We display respect for the needs of individuals, families and Colony 47.

### **CREATIVITY**

We are open to change.  
We develop innovative ideas and put them into action.  
We see opportunities to be inventive and pioneering.

### **EXCELLENCE**

We share an understanding of the mission and purpose of Colony 47.  
We continuously look for new ways to improve our services and processes.  
We establish and communicate clear expectations.  
We research and develop best practice.

### **SUSTAINABILITY**

We adopt practices that minimise our carbon footprint.  
We work for positive outcomes for people and communities impacted by climate change.  
We minimise our impact on the environment and are efficient with our resources.

### **TEAMWORK**

We are committed to common goals.  
We actively participate in Colony 47.  
We value the strengths and diversity of our workforce.  
We build relationships with clients, each other, and stakeholders.  
We partner, cooperate and collaborate to achieve the best outcomes.

### **YOU CAN HELP US BY.....**

Treating staff and other clients with respect and courtesy.  
Using respectful language and behaviour when accessing services.  
Providing us with accurate and up-to-date information.