

# Feedback Policy

## Service Quality, Risk and Compliance



<b>Introduction</b>	<p>Learning Links welcomes compliments, suggestions, feedback and complaints as a method of continually improving our service performance, systems and processes to ensure delivery of effective and quality services.</p> <p>Learning Links is committed to ensuring that customers, members of the public and agencies can provide feedback and suggestions within a framework that is transparent and readily accessed.</p> <p>This policy outlines the guidelines for:</p> <ul style="list-style-type: none"> <li>• Providing feedback and complaints</li> <li>• Managing and reporting feedback and complaints</li> </ul> <p>Staff grievances are not covered in this policy and are detailed in the Learning Links Grievance Policy.</p>
<b>Eligibility</b>	<p>This Policy applies to all staff employed by Learning Links. The term staff also applies to students, interns, and volunteers. This policy also applies to workers carrying out work on behalf of Learning Links (e.g., contractors).</p>
<b>Policy</b>	<p>Learning Links is committed to receiving feedback from customers, members of the public and agencies as means of promoting continuous service improvement.</p> <p>Learning Links recognises the right of any individual to provide feedback or raise a complaint regarding any of the following:</p> <ul style="list-style-type: none"> <li>• Any aspect of the service provided and /or offered to customers at a Learning Links' location or on an outreach basis.</li> <li>• The behaviour of, and/or interaction with, any Learning Links member of staff.</li> <li>• Learning Links' practices, policies or procedures.</li> <li>• Issues regarding the protection of individual rights including privacy, freedom of expression, self-determination and decision-making.</li> </ul> <p>Learning Links respects the right of individuals to make complaints.</p> <p>Learning Links staff are required to treat a person or persons making a complaint with respect and dignity at all times and provide support as required.</p> <p>Managers are required to share feedback with any staff involved to support ongoing interactions with the client/s, professional learning, and continuous improvement.</p> <p>Feedback provided by a client or external party that is specific to one or more professionals must be shared by the manager/s with the staff involved. The manager/s and the staff must then work to mitigate any potential future risk related to the feedback and drive professional learning and continuous improvement.</p> <p>Learning Links respects the right of individuals who choose to remain anonymous when they lodge a complaint.</p> <p>Learning Links responds to individual feedback in accordance with the wishes of the complainant. This may include via email, telephone, or mail.</p> <p>Learning Links respects the wishes of clients if they advise they require no further communication regarding their concern.</p>
<b>Preschool Policy</b>	<p>Preschool affirms that people have a right to question and influence decisions made and services provided. We take complaints seriously and manage them in a confidential, timely, transparent and meaningful way.</p> <p>The Education and Care Services National Regulations require Approved Providers to ensure their services have policies and procedures in place for dealing with complaints. Our policy ensures the feedback of children, educators, staff, families and the wider community is a mechanism to support the continuous improvement of our service.</p>

	<p>Families may make a complaint directly to the child’s educator, the Approved Provider the Nominated Supervisor and/or the Regulatory Authority.</p> <ul style="list-style-type: none"> <li>○ Approved Provider – GM Service Quality, Risk and Compliance</li> <li>○ Nominated Supervisor – Director, Preschool</li> <li>○ Regulatory Authority for the Service - NSW Early Childhood Education Directorate (ECED)</li> </ul> <p>Educators are required to discuss complaints procedures with children and encourage them to raise any issues they have.</p> <p>For further information on the Complaint and Feedback process for the Preschool please access the Preschool Complaint Handling Procedure.</p>
<b>Confidentiality</b>	<p>The expression, investigation, and resolution of complaints must protect (wherever possible and as appropriate) the confidentiality of those involved in and implicated by the complaint.</p> <p>Those involved in or implicated by the complaint are required to be free of unfair repercussions or victimisation by Learning Links staff.</p> <p>All information provided to us will be handled in accordance with Learning Links Privacy Policy and the Privacy Act 1988. More information is available at <a href="http://www.privacy.gov.au">www.privacy.gov.au</a></p> <p>All records are securely stored for a period of at least seven years.</p>
<b>Access to the Feedback Policy</b>	<p>The Client Feedback Policy is available in an accessible format on the Learning Links’ website and the staff intranet site. A copy of this policy can be requested from any Learning Links location.</p>
<b>Getting External Assistance</b>	<p>If the person lodging the complaint remains dissatisfied with the outcome, they may choose to seek the assistance of an independent external review agency of their choosing. On request, Learning Links can provide a list of external agencies relevant to the nature of the complaint and the outcome sought.</p> <p>NDIS participants can refer their concern to the NDIS Quality and Safeguards Commission and access advice regarding the nature of their complaint and seek further follow-up if required.</p>
<b>Annual Client Survey</b>	<p>Each year our customers are invited to participate in an annual Customer Survey. This survey is a valuable way for Learning Links to obtain feedback to inform improvements in our service delivery. The survey includes questions about the quality of our supports, and how well we protect client individual rights including privacy, freedom of expression, self-determination and decision-making.</p>
<b>Legislation and Related Documents</b>	<p><u>Legislation</u></p> <ul style="list-style-type: none"> <li>• Education and Care Services National Law Act 2010: Sections 172, 174, 174A</li> <li>• Education and Care Services National Regulations: Regulations 143B, 168 - 173, 176</li> <li>• Privacy Act 1988 (Cth)</li> <li>• Privacy Regulation 2013</li> </ul> <p><u>Learning Links Documents</u></p> <ul style="list-style-type: none"> <li>• <a href="#">Child Safe Policy.pdf</a></li> <li>• <a href="#">Client Records Policy.pdf</a></li> <li>• <a href="#">Feedback Procedure.pdf</a></li> <li>• <a href="#">Privacy Policy.pdf</a></li> <li>• <a href="#">Service Delivery Risk Management Policy.pdf</a></li> <li>• <a href="#">PS - Complaint Handling Procedure.pdf</a></li> </ul> <p><u>Forms and Templates</u></p> <ul style="list-style-type: none"> <li>• Feedback/ Cases/ template within Salesforce</li> <li>• Complaint Investigation Form</li> </ul>

## Review

This policy and guidelines will be reviewed every two years and will incorporate current information, legislation and feedback as required.

Preschool - In accordance with R. 172 of the Education and care services National Regulations, the preschool will ensure that families of children enrolled are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled.

This policy is owned by: Service Quality, Risk and Compliance

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This document can be viewed on: Learning Links Intranet, Learning Links website, Preschool website, Storypark

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