

9.8	CLIENT FEEDBACK
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<b>Applies to:</b> Staff, HECIS Co-Ordinator
<b>Specific responsibility:</b> Staff, HECIS Co-Ordinator, Management Committee, President

<b>Version:</b> 1
<b>Date approved:</b> 5.8.14
<b>Next review date:</b> Aug 21

<b>Policy context:</b> This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

## POLICY STATEMENT

HECIS actively seeks the input of clients and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities. The organisation will:

- foster a service culture that encourages open and honest communication
- inform clients about the standard of service they can expect
- protect the right of clients to provide feedback and to make complaints about service delivery
- encourage and make it easy for people to provide feedback
- provide anonymity to people providing feedback
- record and analyse information arising from feedback and use it to improve services.

## PROCEDURES

### Encouraging client feedback

The HECIS Co-Ordinator will be responsible for ensuring that clients are informed of what they can expect from the service and how they may provide feedback. Information will be provided to clients in the 'Summary Information Booklet' and HECIS Brochure given to all families when first accessing the HECIS service.

All staff working with clients are responsible for ensuring they are familiar with the procedures for clients to provide feedback, and for:

- accepting and reporting informal feedback
- offering clients an opportunity to provide formal feedback when appropriate.

### Initiating and collecting client feedback

Feedback may be provided by individual clients on their initiative or in response to requests from the organisation.

## HECIS: Client Feedback

Individual clients may provide feedback by:

- Discussing the service with the HECIS Co-Ordinator and staff
- Completing a 'Parent Evaluation of Service' survey upon exit of a service or as requested by the service in Term 4 each year.
- Contacting the President or a member of our Management Committee. The Complaints procedures to be followed for complaints and disputes.

HECIS Co-Ordinator will be responsible for receiving and making a record of feedback and for reviewing feedback records (when received) and identifying any action required.

### Using feedback for service improvement

The HECIS Co-Ordinator will be responsible for maintaining and managing feedback from clients and for preparing a report on to the Management Committee.

Results from client feedback will be reviewed by the HECIS Co-Ordinator and used to:

- inform service planning by including a review of client feedback in all service planning, monitoring and evaluation activities
- inform decision making by including a report on client feedback as a standard item on staff and management meeting agendas

### DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	Summary Information Booklet

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	19.8.15	HECIS Co-Ordinator	Aug 2016
2	4.8.16	HECIS CoOrdinator	Aug 2017
3	15.8.17	HECIS CoOrdinator	Aug 2018
4	6.9.18	HECIS CoOrdinator	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021