

# YMCA Victoria Policy – EF808-O Customer Feedback Policy

Procedure Number	Date Approved	Date Last Amended	Status
EF808-O	27/03/2019	27/03/2019	Current

## 1. PURPOSE

The YMCA is committed to the rights of all stakeholders to provide feedback about any aspect of the operation or administration of YMCA Victoria, and for any feedback in the form of a complaint to be handled with fairness.

The YMCA encourages an organisational culture of actively seeking customer feedback in order to strengthen public confidence, better inform planning and continually improve programs and services.

Where any feedback received is in the form of a complaint, the YMCA will ensure it is handled in an open, transparent and timely manner.

## 2. SCOPE

This Policy applies to The Young Men's Christian Association of Victorian Inc and related entities including Kingswim and The Victorian YMCA Youth and Community Services Inc. For the purposes of this document we refer to these entities as the YMCA. All Policies and Procedures must conform to this Policy.

The scope of this Policy applies to all Board members, Sub Committee members, staff and volunteers

This Policy excludes from scope feedback from staff, volunteers and board members which is governed by various other Policies, Procedures and mechanisms including but not limited to, YMCA Grievance Policy and Procedure, Health and Safety Communication and Consultation Procedure; and the Staff and Volunteer Survey

## 3. POLICY – YMCA VICTORIA REQUIREMENTS

This policy is based on five principles, which will be fundamental in the way the YMCA approaches customer feedback. They are:

- **Fairness:** treating customers fairly requires impartiality, confidentiality and transparency at all stages of the process.
- **Accessibility:** to be accessible there must be broad awareness about the YMCA's policy and a range of contact options.
- **Responsiveness:** this will be achieved by providing sufficient resources, well trained staff and review and improvement of the systems.

- **Efficiency:** feedback will be captured and reviewed in a timely manner. Complaints will be resolved as quickly as possible, while ensuring that they are dealt with at a level that reflects their level of complexity.
- **Privacy and Confidentiality:** Complainants have a right to expect that their complaint will be investigated in private, to the extent possible. The identity of complainants will be made known only to those who need to know in the process of investigating and resolving the complaint. The complaint will not be revealed or made public, except where required by law or with the complainants' authorisation.
- The YMCA will ensure that there are procedures and processes in place to manage customer feedback about any aspect of the organisation in an open, transparent and timely manner.
- The feedback process will be provided over a wide variety of communication mediums and be easily accessible for customers.
- All feedback will be handled at the appropriate YMCA staff or volunteer level according to complexity. Any disputes arising from feedback discussions should be escalated to the next level of management.
- The central feedback handling system, will provide data and information for monitoring by management. Sector and organisational leaders, such as General Managers, Area Managers, Customer Experience Manager, Quality and Assurance Manager and Integrated Systems Manager, will receive and review customer feedback from across the organisation via reports for the local site level, sector level and the organisation, as well as part of the annual Management Review, with a view to improving our programs, services and customer experiences.
- The YMCA will make stakeholders aware of the YMCA Victoria Customer Feedback Policy and methods in which they can communicate feedback.

#### 4. LEGISLATIVE AND INDUSTRY REQUIREMENTS

- ISO 9001 Quality Management Systems
- Privacy Act 1988
- Victoria Charter of Human Rights
- Disability Act 2006
- National Disability Industry Act 2013
- Office of Disability Services Commissioner
- DHHS Human Services Standards

#### 5. DEFINITIONS

Feedback	Information provided by a stakeholder that may be a complaint, compliment or suggestion. The information can be obtained from a form, conversation, telephone call, email, letter, website, social media post, SMS or other such method.
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Complaint	Any form of feedback, informal or formal, expressing a concern in regard to some aspect of the operation or administration of YMCA Victoria, its services, staff, volunteers or people associated with the YMCA, where the complainant's interests have been, or appear to have been, adversely and unjustifiably impacted by such conduct, and where the complainant may wish to seek redress.
Suggestion	A form of feedback that is neither negative nor positive but is rather an idea or plan put forward for consideration.
Compliment	A form of feedback that provides congratulations, praise or admiration towards an individual or group; or in relation to a program or service that has been provided.
Stakeholder or Customer	In this instance this refers to any non-YMCA staff member and includes customers, suppliers and partners.
Complainant	The person making the complaint.
Dispute	Differences arising from the management of feedback that cannot be resolved at the current level.

## 6. ROLES AND RESPONSIBILITIES

*Outline key department and/or organisation roles and identify specific responsibilities for each department/role. Any recommended changes or amendments need to be cross checked to the [YMCA Victoria Delegations of Authority Map](#)*

Department/Role	Responsibility
General Managers	General Managers will ensure all sites and programs within their responsibility adhere to this Policy and that appropriate resources are available for sites and programs to comply with policy requirements
Local Centre and Program Managers	Ensure local processes and resources exist to adequately receive, review and respond to customer feedback.
Customer Experience Manager	Ensure appropriate organisational systems and processes exist for the capture and monitoring of customer feedback as well as providing mechanisms for local and organisational feedback reporting and data analysis.  Ensure the Customer Feedback Policy is reviewed every three years.

Sector Customer and Communication Specialists	Provide support to sites, programs and sectors in their proactive and reactive customer interactions
Shared Services Specialists and Managers	Ensure local processes and resources exist to adequately receive, review and respond to feedback from corporate partnerships, sponsorships, fundraising donors, funders and regulatory bodies

## 7. QUALITY ASSURANCE ACTIVITIES

- Customer Feedback Policy will be reviewed every three years.
- Customer Feedback will be monitored at local levels throughout each year.
- Organisational measurements around customer satisfaction and customer experience will be monitored by each sector's senior managers and relevant specialists, with aggregated summaries provided to senior managers and specialists as a collective quarterly reporting and quarterly leadership meetings.

## 8. SUPPORTING DOCUMENTS

- YMCA Customer Charter
- YMCA Disability Complaints Procedure
- Safeguarding the Rights of People with a Disability Policy
- Model Complaints Policy; Local Government Association of South Australia; January 2012
- Social Media Policy
- Social Media Procedure
- Incident Management Procedure
- "Complaint Handling"; Consumer Affairs Victoria;  
<http://www.consumer.vic.gov.au/businesses/fair-trading/complaint-handling> ; accessed Oct 2012
- "Complaint Resolution Policy"; The University of Newcastle;  
<http://www.newcastle.edu.au/policy/000745.html>; accessed Oct 2012
- "Complaints Handling Policy"; NSW Education & Communities;  
[https://www.det.nsw.edu.au/policies/general\\_man/complaints/resp\\_sugg/PD20020051.shtml](https://www.det.nsw.edu.au/policies/general_man/complaints/resp_sugg/PD20020051.shtml); accessed Oct 2012

## 9. APPROVAL AND REVIEW

**Meeting Approved:** Policy Procedure Group  
**Meeting Approved Date:** 27/03/2019  
**Policy Effective Date:** 27/03/2019  
**Policy Review Date:** 27/03/2022  
**Policy Owner:** General Manager – Marketing, Communication and Sale

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## Ammendments

Version	Date	Author	Change Description
V1	17.04.2008	Linda Potter	Included in Board Papers 17.04.2008; approved 18/06/2008; Developed by Ella Liberto
V2	11.04.2011	Shona Eland	Incorporated into the new Policy Framework template, uploaded to Governance Manual Section 21- Board Policies. Uploaded to YMCA Policy Library – Ynet
V3	09 Oct 2012	Stephen Bendle	Draft of revised Policy circulated for consultation
V4	19 Feb 2013	Shane Dunne	PE 12020-0 Customer Feedback Policy to replace G407 Complaints Policy. Draft of Policy circulated for consultation
V5	15 Mar 2013	Shane Dunne	Draft Policy updated after consultation
V6	01 Mar 2018	Phil Walker	Incorporated relevant aspects from Disability Complaints Procedure, included references to Customer Charter and measurement of customer feedback