



FEEDBACK, COMPLIMENTS AND COMPLAINTS POLICY

Purpose

The purpose of this Policy is to define how Violet handles feedback, compliments and/or complaints¹.

Overview

Violet recognises the value in enabling stakeholders to comment on the services it provides. This policy aims to ensure that feedback, compliments and complaints are managed fairly, efficiently, and effectively, so that Violet:

- Reviews all feedback received and decides on an appropriate course of action
- Responds to complaints in line with established minimum standards
- Utilises feedback from complaints to improve service delivery, administrative procedures and to inform staff development
- Maintains a complaint register to ensure transparency and communication, enabling our stakeholders to make informed decisions
- Takes all reasonable measures to investigate and resolve complaints within 28 days
- Provides alternative paths for complainants if they are dissatisfied with how a complaint was managed.

Scope

This policy applies to feedback, compliments and complaints received from clients, client advocates, service partners, contractors and other stakeholders.

Policy Statement

Violet values compliments, complaints, and feedback about our services and programs, understanding that they provide us with the opportunity to make necessary improvements to our service offerings. We are dedicated to addressing complaints and feedback with respect, confidentiality, and timeliness.

A compliment is seen as a positive statement or expression of praise or admiration given to someone working or volunteering at Violet or more generally towards the organisation. It is an acknowledgment of qualities, actions, or achievements someone has experienced as a result of interacting with Violet and/or its people.

A 'complaint' refers to when a stakeholder communicates dissatisfaction with the standard or type of service they have received or failed to receive and seeks a formal response.

Feedback includes praise for Violet staff or services, or suggestions for improving or altering a process or service.

¹ An appeals mechanism will be incorporated into this policy once appropriate scale has been achieved.

Core Principles

When submitting a compliment, complaint or providing feedback, we will ensure that each correspondent:

- Is heard, treated with respect, and actively involved in the complaint or feedback process when appropriate
- Is given information about the process for handling complaints
- Is provided with multiple accessible channels to submit complaints
- Receives written communication promptly:
 - An acknowledgment of the complaint within 2 business days
 - A resolution of the complaint within 28 days
- Is informed of the reasons for decisions and any options for further review or resolution.

Whistleblower Protection

Whistleblower protection is available for anyone reporting allegations of serious misconduct, fraud, or unethical behaviour by Violet Board members, staff or volunteers. Details about the Whistleblower Program can be found in the Whistleblower Policy, available on our website.

Related Resources

- Whistleblower Policy
- Code of Conduct Policy

Version	Date approved	Author	Key changes
1.0	28.3.2022	MR	Nil
2.0	06.02.2025	MR	Note: An appeals mechanism will be incorporated into this policy once appropriate scale has been achieved. Link to related resources.

FEEDBACK, COMPLIMENTS AND COMPLAINTS HANDLING PROCEDURE

Handling Compliments

Violet highly values compliments and positive feedback from its stakeholders and other community members. Compliments provide us with recognition for our efforts and services, reinforcing the behaviors and practices that contribute to our success.

When Violet receives a compliment, it will be acknowledged with appreciation, and the feedback will be shared with the relevant teams or individuals involved. We view compliments as an essential part of our continuous improvement process, as they help us identify strengths in our service delivery and motivate our staff and volunteers. Additionally, any complimentary feedback that highlights areas where Violet is performing well will be used to further enhance our services and maintain high standards across all our operations.

The Complaints Process

Methods for Submitting Complaints

Complaints can be submitted by sending an email to info@violet.org.au

Steps in the Complaints and Feedback Process

The complaint will be managed as follows:

Step 1: Record – The complaint will be logged in our electronic complaint system.

Step 2: Acknowledge – The complainant will receive a written acknowledgment, typically by email, within two business days.

Step 3: Review and Investigation – The complaint will be directed to the relevant personnel for investigation:

An appropriate manager will handle the investigation.

Step 4: Decision and Action – Further details may be requested from the complainant to ensure fairness and accuracy in the process. A decision will be made within 28 days, and:

- A written response will be sent to the complainant, providing the outcome and the reasons (if applicable); or
- If the issue is complex and requires further investigation, the complainant will be informed of the need for additional time.

Step 6: Evaluation – The complainant may be invited to give feedback on their experience with the process to help improve Violet's services.

Excluded Concerns

In some cases, Violet may be unable to resolve a complaint. If this occurs, Violet will explain why the issue cannot be addressed. A complaint may be excluded from further review if:

- The matter has been thoroughly investigated and determined to be unresolvable or non-existent, or
- The initial decision has been reviewed internally and confirmed.

The complainant will be notified of the exclusion period.

Unacceptable Behaviour

Violet recognises that addressing complaints can be challenging, but that most complainants act reasonably. However, abusive, threatening, or aggressive behavior, or unreasonable demands, will not be tolerated.

Violet may address unacceptable behaviour by limiting the complainant's:

- Point of contact
- Discussion topics
- Frequency of contact
- Mode of communication

Responsibility of Violet Management

The CEO and Violet Management must ensure this Complaints Policy is implemented in a manner that, as far as practicable, is:

- Compliant with current best practices, including both international and Australian standards
- Focused on procedural fairness in situations where a complaint cannot be fully resolved
- Consistent with Violet's core values of (insert if you have them)
- That all staff and volunteers are properly trained in this Policy and its related procedures
- The number and types of complaints and appeals received, as well as their outcomes, are systematically recorded.