

**TITLE**

Feedback and Complaints Policy

POLICY

The Network offers members, stakeholders and the public the opportunity to provide feedback on their experiences with The Network. We value this feedback and aim to manage negative feedback (complaints) in a prompt, fair, transparent and consistent manner. We are committed to using de-identified information from all feedback in our planning and evaluation processes.

The Network values and encourages feedback as it assists in the identification of strengths and weaknesses. Complaints provide one form of feedback to the Network that assists us to identify mistakes and/or improve our programs for consumers. Positive feedback reinforces the need for particular activities. The Network has limited resources and so our feedback mechanisms are simple, inexpensive and easy to use.

A complaint and feedback form will be made readily available on the Network website or by contacting the office. All feedback will be recorded in a de-identified way and referred to by Network employees and Board members as part of annual organisational and strategic planning processes.