

## CLIENT FEEDBACK POLICY

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## 1.0 Purpose

The purpose of this policy is to provide a structured approach for collecting, analysing, and responding to both positive and negative feedback from clients.

This policy is essential for creating a systematic approach to collecting and utilising feedback, which ultimately will lead to a better client experience and organisational improvement.

## 2.0 Scope

This policy applies to all Board of Management Directors, staff, students and volunteers of the Pilbara Community Legal Service.

## 3.0 Accreditation Context

Standard	Standard Requirement
Standard 17	Assessing client satisfaction and managing complaints

## 4.0 Definitions

For the purposes of this policy and related policy documents, the following definitions apply:

**Board of Management** means the governing body of the Pilbara Community Legal Service.

**CEO** means the Chief Executive Officer of the Pilbara Community Legal Service.

**Directors** means the board members that comprise the Board of Management.

**PCLS** means the Pilbara Community Legal Service.

## 5.0 Policy Statement

The Pilbara Community Legal Service 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.

PCLS will:

- foster a service culture that encourages open and honest communication;
- informs clients about the stand of service they can expect;
- protects the rights of clients to provide feedback and to make complaints about service delivery;
- encourages and makes it simple for clients to provide feedback;

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- provides anonymity to anyone choosing to provide feedback; and
- records and analyses information arising from feedback and uses it to improve services.

### 6.0 Roles, Responsibilities and Delegations

ROLE	RESPONSIBILITY
Chief Executive Officer	The Chief Executive Officer is responsible for the review and approval of this policy.
Principal Solicitor	The Principal Solicitor is responsible for the currency and operationalisation of this policy.
Quality, Incidents, Complaints and Safety Working Group	The QICS Working Group is responsible for reviewing all feedback received through this policy and procedures and to ensure that it is considered as a part of quality improvement practices.

### 7.0 Related and Supporting Documents

#### Legislation

Nil.

#### Policy

Nil.

#### Procedures

Client Feedback Procedures

#### Operational Documents

Client Feedback Survey

### 8.0 Information

<b>Title</b>	Client Feedback Policy
<b>Policy Reference</b>	POL-CLI-01
<b>Policy Owner</b>	Chief Executive Officer / Principal Solicitor
<b>Policy Approver</b>	Chief Executive Officer
<b>Category</b>	Client Satisfaction and Complaints
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