



Feedback and Complaints Policy - External Stakeholders											
Policy number	8										
Policy steward	Executive Director										
Purpose of the policy	<p>This policy outlines Imagine More's commitment to managing feedback and complaints from external stakeholders and the broader community. We recognise that Imagine More is accountable to the communities it serves, responds to complaints promptly and respectfully, and improves its processes if and when required.</p> <p>This policy does not cover internal workplace matters. These are addressed in Imagine More's HR policies, including the Bullying, Anti-Discrimination and Equal Employment Opportunity.</p>										
Definitions	<p>Feedback: Constructive comments about Imagine More's services, staff, or operations, which may be positive or suggest areas for improvement.</p> <p>Complaint: An expression of dissatisfaction, made verbally or in writing, about a service, decision, behaviour, or process, requiring a response and resolution.</p> <p>Worker: Refers to all people representing Imagine More, including paid staff, Board members, consultants, volunteers, and contractors.</p>										
Policy	<p>Imagine More considers feedback and complaints helpful in understanding the expectations of the people and communities we support. We are committed to handling them fairly, promptly, transparently, and in accordance with applicable privacy and human rights legislation.</p> <p>We align our practices with the nine principles outlined in the <i>Australian Standard AS 1002:2022 - Guidelines for complaint management in organisations</i>:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th style="text-align: center;">PRINCIPLE</th> <th style="text-align: center;">ACTION</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1 Visibility</td> <td>This policy is readily accessible on our website and in service spaces. Staff are trained to respond to complaints and promote the right to feedback.</td> </tr> <tr> <td style="text-align: center;">2 Accessibility</td> <td>The complaints process is inclusive and easy to access regardless of age, disability, cultural background, or language.</td> </tr> <tr> <td style="text-align: center;">3 Responsiveness</td> <td>We acknowledge complaints promptly and provide timely progress updates and resolution</td> </tr> <tr> <td style="text-align: center;">4 Objectivity</td> <td>Complaints are handled impartially, based on evidence, and with procedural fairness.</td> </tr> </tbody> </table>	PRINCIPLE	ACTION	1 Visibility	This policy is readily accessible on our website and in service spaces. Staff are trained to respond to complaints and promote the right to feedback.	2 Accessibility	The complaints process is inclusive and easy to access regardless of age, disability, cultural background, or language.	3 Responsiveness	We acknowledge complaints promptly and provide timely progress updates and resolution	4 Objectivity	Complaints are handled impartially, based on evidence, and with procedural fairness.
PRINCIPLE	ACTION										
1 Visibility	This policy is readily accessible on our website and in service spaces. Staff are trained to respond to complaints and promote the right to feedback.										
2 Accessibility	The complaints process is inclusive and easy to access regardless of age, disability, cultural background, or language.										
3 Responsiveness	We acknowledge complaints promptly and provide timely progress updates and resolution										
4 Objectivity	Complaints are handled impartially, based on evidence, and with procedural fairness.										

	<p>5 Charges Making a complaint or providing feedback is free of charge.</p> <hr/> <p>6 Confidentiality We protect personal information in accordance with our Information, Privacy and Confidentiality Policy</p> <hr/> <p>7 People Focused We treat all complainants with respect and dignity and encourage a culture where feedback is welcomed.</p> <hr/> <p>8 Accountability We document, monitor, and report on complaints and how they are resolved.</p> <hr/> <p>9 Continuous Improvement Feedback is used to identify service improvements and support quality assurance and innovation.</p> <hr/>
<p>Feedback and Complaint Process</p>	<p>Complaints and feedback can be submitted:</p> <ul style="list-style-type: none"> ● Verbally to any Imagine More worker ● In writing via email or mail ● Through the online form on our website ● Over the phone <p>Imagine More is committed to:</p> <ul style="list-style-type: none"> ● Acknowledging written complaints in writing within 5 working days ● Responding to all complaints within 20 working days ● Communicating any delay with reasons and revised timelines
<p>Roles and Responsibilities</p>	<p>Imagine More will:</p> <ul style="list-style-type: none"> ● Treat all complaints seriously and with respect ● Respond to complaints in a timely, fair, and consistent manner ● Investigate complaints thoroughly and impartially ● Notify complainants of the outcome and reasoning behind decisions ● Use complaints to inform service review and improvements <p>Complainants are encouraged to:</p> <ul style="list-style-type: none"> ● Raise issues as soon as possible after they arise (preferably within 8 weeks) ● Provide clear and detailed information to support effective investigation ● Respect the rights of other parties involved in the process ● Understand that some matters may be outside Imagine More's control.
<p>Confidentiality and Fairness</p>	<p>Confidentiality is maintained to the extent possible. Exceptions may occur where disclosure is required by law or necessary to protect someone's safety. Complainants will be informed if confidentiality cannot be maintained.</p>

Monitoring and Reporting	The Executive Director ensures: <ul style="list-style-type: none"> • All feedback and complaints are recorded securely • Trends and systemic issues are identified • Anonymised annual reporting is provided to the Board.
Breach of Policy and Compliance	Non-compliance with this policy may result in disciplinary action, especially in cases where breaches of confidentiality or ethical responsibilities occur.
Scope of the policy	This policy applies to all Imagine More personnel, including Board members, employees, volunteers, contractors, and representatives.
Supporting policies and procedures	Feedback and Complaints Procedures Information, Privacy and Confidentiality Policy Code of Conduct
Relevant legislation	ACT Human Rights Act 2004 accessed 14 August 2025

Authorisation



Board Secretary
14 August, 2025

References:

[Western Australian Ombudsman](#) accessed 20 April 2025

<https://www.iso.org/standard/71580.html> accessed 20 April 2025

Imagine More [Information, Privacy and Confidentiality Policy](#)

Imagine More [Code of Conduct](#)

