

nhulunbuy corporation

CUSTOMER FEEDBACK POLICY

Title	Customer Feedback Policy
Policy number	30
Type	Community
Owner	Chief Executive Officer
Responsible Officer	Chief Executive Officer
Approval date	21 September 2016
Approval date	21 September 2018

1. Purpose

The Nhulunbuy Corporation may receive feedback regarding the behaviour of individuals or the performance of the Nhulunbuy Corporation.

Feedback may come from members of the public, stakeholder groups or external agencies such as the Privacy Commissioner. They may relate to a range of issues, from minor matters to serious allegations of misconduct.

This policy establishes the framework for handling feedback received about the behaviour of individuals or the performance of the Nhulunbuy Corporation. Feedback may relate to a Nhulunbuy Corporation employee, Board member, Town Board member, volunteer worker or contractor.

2. Scope

The policy defines the means by which the Nhulunbuy Corporation will handle feedback in a responsive way and to use the information received as an opportunity to improve organisational processes and decision making resulting in improved administrative practices and enhanced customer satisfaction.

3. Definitions

Board member means a member of the Nhulunbuy Corporation Board of Directors

CEO means Chief Executive Officer of the Nhulunbuy Corporation which is interchangeable with the title Town Administrator

Code of Conduct means the Nhulunbuy Corporation's Code of Conduct as it applies to employees

Customer means any member of the public. A customer does not need to be a resident of Nhulunbuy nor have direct dealings with the Nhulunbuy Corporation

Feedback means a complaint, compliment or suggestion received via the Nhulunbuy Corporation's website, in person, by telephone, in writing, or by email relating to the behaviour of Nhulunbuy Corporation employees or the performance of the Nhulunbuy Corporation in its administrative and operational duties. Feedback does not extend to comments made on social media platforms

Leadership Team means the Nhulunbuy Corporation's Leadership Team, comprising of the CEO and Managers

Nhulunbuy Corporation means the Nhulunbuy Corporation Limited and its employees

Town Board member means a member of the Nhulunbuy Town Board

4. Feedback overview

Any person may lodge feedback. Feedback may be made in person, in writing, by telephone, by email or by logging their feedback via the Nhulunbuy Corporation's online Observation and Feedback form. Feedback can mean a complaint, compliment or suggestion. It does not extend to comments made on social media platforms.

Feedback may be lodged directly to the Nhulunbuy Corporation, to a Board or Town Board member or through an external agency, such as the Privacy Commissioner.

Customers may choose to remain anonymous.

Customers have a right to lodge feedback and expect that they will be afforded a fair and impartial assessment of their feedback if required.

The Nhulunbuy Corporation will ensure that it:

- applies the principles of natural justice and procedural fairness to complaints
- deals with feedback impartially
- handles feedback confidentially
- is open about the feedback process
- keeps customers advised of feedback progress, and
- gives customers the opportunity to respond and to seek internal review.

Details particular to the lodgement and management of complaints are set out in Appendix A.

5. Feedback management process

The Nhulunbuy Corporation will manage feedback using the following steps:

Receiving the feedback

1. Feedback can be received from customers directly through the online Observation/Feedback form. This form is received via the office@ncl.net.au inbox and must be forwarded to the Information Officer (or their delegate) on the same day of receipt unless received after hours or on a weekend, in which case the feedback will be forwarded to the Information Office the next working day.

The Information Officer is to ensure the complaint is uploaded to Sharepoint on the same day of receipt from office@ncl.net.au and allocated to the appropriate manager for actioning.

2. Alternatively, feedback can be received from a customer in person, in writing, by telephone, by email. In these instances, feedback must be forwarded to the Information Officer (or their delegate) on the same day of receipt unless received after hours or on a weekend, in which case the feedback will be uploaded to Sharepoint the next working day.

The Information Officer (or their delegate) will assign the feedback in the first instance to the CEO who will then determine which manager is best informed and equipped to respond to the matter.

In the case of complaints against managers, these will be responded to by the CEO. In the case of complaints against the CEO, these will be responded to by the Chairperson of the Nhulunbuy Corporation Board of Directors.

The employee who receives the feedback must confirm with the customer that the customer's name and details will be retained for the purposes of managing the feedback unless the customer requests to remain anonymous.

The customer should also be:

- thanked for providing their feedback
- given a brief explanation of the feedback process, and
- advised that their feedback will be reviewed and a response provided within five working days.

Acknowledging the feedback

3. If the matter cannot be resolved straight away, the actioning manager will acknowledge the feedback within 24 hours of it being uploaded into Sharepoint.

Responding to the feedback

4. It is the responsibility of the allocated manager to plan and undertake any required investigation or follow up. The steps taken to review the feedback should be listed under 'What action was taken' in the feedback record on Sharepoint.
5. The manager will provide a final response to the customer within five working days of receipt of the feedback and will be clear and informative. It is best practice to provide the response in the same form as the feedback was received (ie. in person, by telephone, by email etc.). In the case of feedback received through the online Observation/Feedback form, the response should be forwarded in the channel requested by the customer.

Details of the response should be listed under 'What action was taken' in the feedback record on Sharepoint.

If a document was sent to the customer or there is important documentation related to the investigation or follow up, attach the document to the Sharepoint record using the 'Attach file' tab at the top left of the screen.

If the manager is unable to provide a final response to the customer within five working days, the manager must contact the customer and advise them of the revised timeframe for a response.

Review

6. If the customer is not satisfied with the response, an internal review of the decision may be offered by the CEO and information about any external review options provided.
7. Any systemic issues that arise as a result of the feedback will be considered and acted on.

6. Unreasonable customer conduct

Should a complainant refuse to accept decisions relating to their complaints and as a consequence become aggressive or verbally abusive, threaten violence, make unnecessary and excessive phone calls and emails, and excessive demands on time and the Nhulunbuy Corporation resources, they will be defined as being an 'unreasonable complainant'. This decision will be made by the CEO.

Please refer to the Nhulunbuy Corporation’s Unreasonable Customer Conduct Procedure for more information.

7. Review of decisions

A customer who feels dissatisfied with by the outcome of an investigation or follow up may seek to have the matter reviewed.

At the conclusion of an investigation or follow up, the complainant will be advised of the outcome of their appeal by letter signed by the CEO no later than 28 days after receiving the appeal.

8. Notification to the Nhulunbuy Corporation of alleged discrimination and/or industrial relations

The CEO shall advise the Board members as soon as reasonably possible of any complaints from any legal or regulatory body.

9. Co-operation with external investigators

All employees will provide the fullest co-operation to all authorised external investigators during the conduct of investigation into complaints against the Nhulunbuy Corporation.



10. Feedback analysis (process improvement)

The number and nature of feedback items received provides a good indication of the extent to which the Nhulunbuy Corporation is performing its role and information arising from feedback may indicate problems with the Nhulunbuy Corporation’s services, how it delivers services or a need to improve how feedback is handled.

Statistics will be included in the Nhulunbuy Corporation’s Annual Report on the number and nature of feedback items received.

11. Review process

This policy will be reviewed two years after its adoption.

Date <i>21/9/16</i>	Director (Name) <i>C. WALTERS</i>	Signature 
Chief Executive Officer (Name) <i>ANGELA MacMILLAN</i>		Signature 

APPENDIX A

Individual rights and mutual responsibilities of the parties to feedback

In order for the Nhulunbuy Corporation to ensure that all feedback is dealt with fairly, efficiently and effectively and that duty of care obligations and safety standards are adhered to, the following rights and responsibilities must be observed and respected by all of the parties to the feedback process.

1. Individual entitlements

1.1. Customers have the right:

- to provide feedback and to express their opinions in ways that are reasonable, lawful and consistent with this policy
- to a reasonable explanation of the Nhulunbuy Corporation's feedback management procedure, including details of the confidentiality and privacy rights that apply
- to a fair and impartial assessment and, where deemed appropriate in accordance with this policy, an investigation of their feedback (if required) based on the merits of the case presented
- to a fair hearing
- to a timely response
- to be informed in at least general terms about the actions taken and outcome of their feedback
- to be given reasons that explain decisions affecting them
- to at least one right of review of the decision on the feedback (if required)
- to be treated with courtesy and respect, and
- to communicate valid concerns and views without fear of reprisal or other unreasonable response.

1.2. Nhulunbuy Corporation managers have the right:

- to determine whether, and how, feedback will be dealt with
- to finalise matters on the basis of outcomes they consider to be satisfactory in the circumstances
- to expect honesty, cooperation and reasonable assistance from customers in relation to feedback received
- to expect honesty, cooperation and reasonable assistance from organisations and people within jurisdiction who are the subject of feedback
- to be treated with courtesy and respect, and
- to modify, cease or decline service in response to unreasonable behaviour by a customer – in line with the Nhulunbuy Corporation's Unreasonable Customer Conduct Procedure.

1.3. Subjects of feedback are entitled to:

- a fair and impartial assessment and, where appropriate, investigation of the allegations made against them
- be treated with courtesy and respect by employees of the Nhulunbuy Corporation
- be informed (at an appropriate time) about the substance of the allegations made against them that are being investigated
- be informed about the substance of any proposed adverse comment or decision
- be given a reasonable opportunity to put their case during the course of any investigation and before any final decision is made
- be told the outcome of any investigation into allegations about their conduct, including the reasons for any decision or recommendation that may be detrimental to them, and
- be protected from harassment by disgruntled customers acting unreasonably.

2. Mutual responsibilities

2.1. When submitting feedback, customers must:

- treat Nhulunbuy Corporation employees with courtesy and respect
- clearly identify to the best of their ability the issues of the feedback, or ask for help from employees of the Nhulunbuy Corporation to assist them in doing so
- provide to the best of their ability all the relevant information available to them at the time of providing the feedback
- be honest in all communications about the feedback with the Nhulunbuy Corporation
- inform the Nhulunbuy Corporation of any other action they have taken in relation to their feedback, and
- cooperate with Nhulunbuy Corporation employees who are assigned to deal with their feedback.

If customers do not meet their responsibilities, the Nhulunbuy Corporation may determine (in accordance with the Unreasonable Customer Conduct Procedure) the customer to be an 'unreasonable customer', which will result in limitations or conditions being placed upon a customer's ability to communicate with staff or access certain services.

The Nhulunbuy Corporation adopts a zero tolerance policy in relation to any harm, abuse or threats directed towards its employees.

Any conduct of this kind may result in a refusal to take any further action on feedback or to have further dealings with the customer.

Any feedback of a criminal nature will be reported to police and in certain cases legal action may also be considered.

2.2. Employees must:

- provide reasonable assistance to customers who need help to provide feedback
- provide reasonable assistance to customers during the feedback process
- deal with all feedback, customers and people or organisations which are the subject of feedback professionally, fairly and impartially
- give customers or their advocates a reasonable opportunity to explain their feedback, subject to the circumstances of the case and the conduct of the customer
- give people or organisations which are the subject of feedback a reasonable opportunity to put their case during the course of any investigation and before any final decision is made
- inform people or organisations the subject of investigation, at an appropriate time, about the substance of the allegations made against them and the substance of any proposed adverse comment or decision that they may need to answer or address
- keep complainants customers informed of the actions taken and the outcome of their feedback
- give customers reasons that are clear and appropriate to their circumstances and adequately explain the basis of any decisions that affect them
- treat customers and any people the subject of feedback with courtesy and respect at all times and in all circumstances
- take all reasonable and practical steps to ensure that customers are not subjected to any detrimental action in reprisal for providing their feedback, and
- give adequate warning of the consequences of unacceptable behaviour.

2.3. Subjects of feedback are expected to:

- co-operate with the manager who is assigned to handle the feedback
- provide all relevant information in their possession to the manager as required
- be honest in all communications with the Nhulunbuy Corporation

- treat all employees of the Nhulunbuy Corporation with courtesy and respect at all times and in all circumstances, and
- refrain from taking any detrimental action against the customer in reprisal for them providing the feedback.

If subjects of feedback fail to comply with these expectations, action may be taken under relevant laws and/or the Nhulunbuy Corporation Code of Conduct.

2.4. The Nhulunbuy Corporation is responsible for:

- ensuring an appropriate and effective feedback management system is in place for receiving, assessing, handling, recording and reviewing feedback
- making firm decisions about how feedback will be managed
- ensuring that all feedback is dealt with professionally, fairly and impartially
- ensuring that employees treat all parties to feedback with courtesy and respect
- ensuring that the assessment and investigation of feedback is based on sound reasoning and logically probative information and evidence
- finalising feedback on the basis of outcomes that the Nhulunbuy Corporation considers to be satisfactory in the circumstances
- implementing reasonable and appropriate policies and procedures to ensure that customers are not subjected to any detrimental action in reprisal for providing feedback
- giving adequate consideration to any confidentiality, secrecy and/or privacy obligations or responsibilities that may arise in the handling of feedback and the conduct of investigations.