



Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation

Date of last amendment : 31/10/2022

Feedback, Complaints and Appeals Policy

Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation listens to people and takes on feedback as a source of ideas for improving services and other activities. It includes the way the organisation responds to complaints from people using services and their right to have complaints fairly assessed and acted upon. Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation evidence this through service delivery practices that:

- Have fair, accessible and accountable feedback, complaints and appeals processes.
- Effectively communicates feedback, complaints and appeals processes to people using services and other relevant stakeholders.
- Ensure people using services and other relevant stakeholders are informed of and enabled to access any external avenues or appropriate supports for feedback, complaints or appeals processes and assisted to understand how they access them.
- Demonstrate that feedback, complaints and appeals processes lead to improvements within Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation services and that outcomes are communicated to relevant stakeholders.

Purpose

The purpose of this policy is to ensure that Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation has effective feedback, complaints and appeals processes that lead to improvements in service delivery.

Scope

This policy applies to:

- all clients engaged or that have sought engagement with or that have been engaged with Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation services.
- all employees, volunteers and students engaged within Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation services.
- all members of Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation's Board of Directors.