

Complaints & Feedback



1. Purpose

Empowered Forward values open communication and continuous improvement. This policy outlines how feedback and complaints are managed to ensure all participants feel heard, respected, and supported.

2. Scope

This policy applies to all services provided by Empowered Forward, including Mental Health First Aid training, communications, and interactions with clients, participants, and stakeholders.

3. Our Commitment

We are committed to:

- Listening actively and respectfully
- Responding promptly and fairly
- Maintaining confidentiality
- Using feedback to improve our services

4. Providing Feedback

We welcome all forms of feedback—positive, constructive, or critical.

You can share your thoughts via:

- Email: empoweredforward.jessica@outlook.com
- In-person during training sessions

Feedback may relate to:

- Course content or delivery
- Accessibility and inclusion
- Communication or customer service
- Any other aspect of your experience

5. Making a Complaint

If you are dissatisfied with any aspect of our service, we encourage you to raise your concern. Complaints can be submitted:

- In writing via email
- Verbally during or after a session
- Anonymously, if preferred

Please include:

- A clear description of the issue
- Relevant dates, locations, or people involved
- Any desired outcome or resolution

6. Response Process

We aim to:

- Acknowledge complaints within 5 business days
- Investigate and respond within 30 business days
- Keep you informed throughout the process

If a resolution cannot be reached immediately, we will provide updates and a timeline for next steps.

7. Escalation

If you are not satisfied with the outcome, you may request a review or escalate to:

- Mental Health First Aid Australia (if related to accredited training)
- The Australian Human Rights Commission (for discrimination or accessibility concerns)
- The Office of Fair Trading QLD (for consumer complaints)

8. Confidentiality & Respect

All complaints and feedback are treated confidentially. We will never retaliate or discriminate against anyone who raises a concern. We are committed to resolving issues in a respectful and trauma-informed manner.

9. Continuous Improvement

Feedback and complaints are reviewed regularly to identify trends and improve our services. We appreciate your voice in helping us grow.