



<b>POLICY:</b>	<b>SERVICE FEEDBACK</b>
<b>6.02</b>	

**1. Policy Objective:**

To capture all compliments, comments, complaints and suggestions about the Service provided to assist with meeting stakeholders' needs and support the Service's continuing improvement.

**2. Explanation:**

Each Service benefits from feedback on how they are meeting the requirements of their families and children. Families need a formal, as well as an informal way of communicating the area that the Service and staff do well and/or that needs improvement. Both positive and negative feedback assists the Service to grow and facilitates continuous improvement.

**3. Implementation:**

- 3.1 Each Service will have a regular feedback system so that families and visitors can provide their thoughts. This may include surveys, specific focus areas and or general written feedback (*Feedback Form COM.003*).
- 3.2 A response will be provided to any feedback given.
- 3.3 Compliments may be shared, ensuring that the writer's identity is kept confidential (unless permission has been given to disclose their name).
- 3.4 The procedure for complaints or grievances can be found in the Parent/Family Handbook and the Grievance Procedure Flowchart for Families (COM.009b)
- 3.5 A record of any Feedback will be kept by the service.

**Evaluation:**

This policy will be reviewed and updated (if needed), at least every two years, by the Early Childhood Team, following input from all stakeholders.

**Associated Documents:**

All associated documents can be found in the Communication section of the QLECS Forms and Documents

**Related Policies:**

- 6.04: Information for Families
- 6.08: Partnerships with Families

**References:**

**Legislation:**

Education and Care Services National Law 2011: Section 172, 175  
Education and Care Services National Regulations 2011: Regulation 73, 74, 75, 76, 80, 111, 157, 168 (2) (k), 171, 172, 173, 177, 178