
Feedback and Complaints Policy

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1. Purpose

The purpose of this policy is to:

- Outline the process for receiving, reviewing and resolving feedback and complaints;
- Ensure all feedback and complaints are responded to and managed effectively, confidentially, and objectively; and
- Identify opportunities to improve performance, services, and products, through any insights obtained.

2. Scope

This policy covers the receipt and management of all feedback and complaints received from members and other external parties in relation to services, actions or behaviours provided by Governance Institute of Australia (Governance Institute) and its staff.

This policy does not cover:

- Requests for information;
- Requests for support to access services or products; or
- Feedback or complaints made by staff (these are managed under the Grievance and Dispute Resolution Policy)

3. Acronyms and Definitions

Acronym / Word	Description / Definition for the purposes of this Policy
Complainant	A person who makes a complaint

4. Principles

Governance Institute is committed to providing high-quality customer service to members and the wider community. Feedback and complaints assist Governance Institute to continuously improve its products and services and supports process improvement.

Feedback received may be positive or constructive in nature, while Complaints arise from an experience of unsatisfactory or unacceptable service or actions which fall below expectations. The opportunity to provide feedback or register a complaint offers members and other stakeholders the ability to share their experiences and for Governance Institute to review and respond with the aim of resolution and continuous improvement.

Governance Institute staff should assist all members and customers to resolve issues before they develop into a complaint.

4.1. Process for Managing Feedback or Complaints

4.1.1. Receiving Feedback and Complaints

- All feedback and complaints should be submitted through the Governance Institute web-based Feedback and Complaints Form;
- Complainants seeking guidance on how to provide feedback or make a complaint will be directed to the Feedback and Complaints Form;

- Feedback or complaints received by phone, in person or via the Complaints@ or CustomerService@ email addresses will be submitted on the Feedback and Complaints Form on the Complainant's behalf;
- The Complainant will receive an automated email response within 24 hours once the Feedback and Complaints Form has been submitted to acknowledge receipt; and
- Feedback or complaints can be made anonymously however Governance Institute will not be able to provide feedback on how the complaint has been resolved.

4.1.2. Allocation of Feedback or Complaint

The feedback or complaint will be allocated to the most appropriate Governance Institute representative as follows:

Issue	Complaint Reviewer
Education, training	GM Education
Membership, events, seminars, State issues	GM Membership and Engagement
Operations	Chief Operations Officer
Policy, advocacy, communications	GM Policy and Advocacy
Governance, Board, committees	CEO or Chair of the Board

4.1.3. Review of Feedback or Complaint

The review and response to the Complainant should be completed within 10 business days unless there are extenuating circumstances. The review should include:

- What response there has been to the feedback or complaint to date;
- How engaged the Complainant has been in the process and whether the level of engagement meets their expectations; and
- How satisfied the Complainant is with the outcome.

4.1.4. Closure of Feedback or Complaint

Once resolved the feedback or complaint will be closed out in the Complaints Register and a report prepared for the Executive Management Team.

4.2. Roles and Responsibilities

Responsibility for the management of feedback or a complaint will depend on the nature of the issue and may involve more than one area.

4.2.1. Complaint Receiver

The Complaint Receiver is responsible for:

- Directing Complainants seeking guidance on how to lodge a complaint or give feedback to the online Feedback and Complaints Form; and
- Filling in the online Feedback and Complaints Form on behalf of a Complainant if received over the phone, via email, or in person.

4.2.2. Complaints Officer

The Complaints Officer is responsible for:

- Monitoring the Complaints@ mailbox and receiving all feedback and complaints submitted

- through the Feedback and Complaints Form;
- Logging the feedback or complaint in the complaints register;
- Reviewing the submission in order to allocate it to the appropriate Complaint Reviewer to investigate;
- Closing out the feedback or complaint in the complaints register once resolved; and
- Providing a brief report to the Executive Management Team.

4.2.3. Complaint Reviewer

The Complaint Reviewer is responsible for:

- Leading the investigation and reviewing the details of the allocated feedback or complaint;
- Liaising with the Complainant as needed as well as relevant Governance Institute staff or departments;
- Managing communications with the Complainant including expected timeframes for resolution;
- Determining the most appropriate resolution; and
- Ensuring any required process improvements are implemented.

5. Schedules

5.1. Schedule A: Feedback and Complaints Process

6. Related Documents

- Grievance and Dispute Resolution Policy

7. Relevant Legislation

Nil

8. Further Information

Further information regarding this policy can be obtained by contacting the Company Secretary.

9. Version History

Version	Approved By	Approval Date	Review Date	Sections Modified	Owner	Implementation Officer	Author
1.0	Executive Management Team	5/05/23	5/05/26	New document	Company Secretary	Company Secretary	

Schedule A: Feedback and Complaints Process

