



Customer Feedback & Engagement Policy

1. INTRODUCTION

Life Skills & Adventures is committed to the rights of all stakeholders to provide feedback about any aspect of the operation or administration of Life Skills & Adventures, and for any feedback in the form of a complaint to be handled with fairness.

Life Skills & Adventures encourages an organisational culture of actively seeking customer feedback in order to strengthen public confidence, better inform planning and continually improve its camp programs.

Where any feedback received is in the form of a complaint, Life Skills & Adventures will ensure it is handled in an open, transparent and timely manner.

2. POLICY

Life Skills & Adventures will ensure that there are procedures and processes in place to manage customer feedback about any aspect of the organisation in an open, transparent and timely manner.

The feedback process will be provided over a wide variety of communication mediums and be easily accessible for customers.

All feedback should be handled at the appropriate LSA staff level according to complexity. Any disputes arising from feedback discussions should be escalated to the company director(s).

The feedback handling system will provide monitoring data for management. T

Life Skills & Adventures will make stakeholders aware of the LSA Customer Feedback Policy and methods in which they can communicate feedback.

Staff will be made aware of the LSA Feedback Policy and its associated procedures.

Life Skills & Adventures will have a clearly defined timeframe for dealing with feedback, which will include acknowledgement, investigation and response timeframes.

Principles of Handling complaints and feedback:

- Considering situations from all perspectives and responding in a manner which promotes an environment conducive to collaborative problem solving.
- The resolution, where possible, of complaints to the mutual satisfaction of those involved.
- Fairness and equity in dealing with disputes, complaints and complainants.
- Compliance with all legislative and statutory requirements.
- Keeping confidential, where practicable, the information provided by any person involved with a complaint.
- Complaints may be received from anyone who comes in contact with the camp program,

for example, parents/guardians, staff, community agencies, volunteers,, other users of the camp. In most cases the complaints are received by the camp, however the complainant may report the complaint directly to the Director.

The parents/guardians are responsible for:

- As soon as practicable communicating any concerns relating to the camp.
- In the first instance, if comfortable to do so, raising any concerns directly with the person/persons involved in order to resolve the concerns without recourse to the complaints procedure
- Raising any concerns with the camp's management

The Camp is responsible for:

- Ensuring that the name and telephone number of the person at the children's camp to whom complaints may be addressed is displayed prominently at the main entrance.
- Ensuring that this policy is available for inspection at all times
- Notifying parents/guardians within 28 days of making any changes to the above three points,
- The LSA Director will be given the authority to investigate the grievance/complaint and present a recommendation to the camp.

The staff are responsible for:

- Where possible/practicable responding to and resolving issues as they arise
- As soon as practicable, referring unresolved issues to the contact person as listed on the notice board.
- Providing the complainant with the contact number of the contact person for the complaint if they wish to speak with someone immediately.
- Informing the nominated contact person as soon as practicable if a complainant has been referred to them.
- Informing the designated Camp Leader as soon as possible after a complaint is received, regardless of whether the staff member believes the complaint to be true or not.
- Working with the complaints person as required and providing information requested. For example, written reports related to the complaint.
- Recording and reporting minor complaints to the Director as soon as practicable.

It is recommended practice to keep a record of minor complaints, for example, if parents/guardians are complaining that items of clothing are going missing on a regular basis, this may result in changes such as parents/guardians requested to label jackets and the provision of a lost property box.

The Complaints Person is responsible for:

- Being familiar with LSA policies, and referring to these documents as required when investigating complaints.

Receiving the complaint:

- Receiving the complaint and encouraging the complainant to submit their complaint in writing in order to make the terms or basis of any complaint as clear as possible.
- Informing the complainant of the Complaints Policy of the camp.
- Complying with the camp's Privacy Policy in regard to all meetings, discussions or negotiations in relation to a complaint.
- Standing aside from participation, or procedures related to the investigation, or management of a complaint if personally involved as a complainant, or involved in the complaint.

Assessment of the complaint:

- The nominated contact person of the complaints will organise a meeting with the Director as soon as possible. If this is not possible within 48 hours of the complaint being received the member who has received the complaint will need to assess whether the complaint is a notifiable complaint, it should be followed up with a written report. A written report should include:
 - Details of the event or incident
 - The name of the person who initially made the complaint
 - If relevant, the name of the child concerned and the condition of the child, including, where available, a medical or incident report
 - Any other relevant information
 - Contact details of Complaints Person.

We welcome the thoughts of all children and young people who use our programs and services. LSA will actively seek feedback from children in the following ways:

- Evaluation surveys emailed to all families after the program
- Evaluation surveys available to all children at the program (i.e. happy faces)



- Check in board



- Suggestion boxes at the camp program
- Parent and child feedback directly to the camp leader
- Camp Leaders / Program instructors asking participants during programs for feedback

3. DEFINITIONS

Feedback: Information provided by a stakeholder that may be a complaint, compliment or suggestion. The information can be obtained from a form, conversation, telephone call, email, letter, website, social media post, SMS or other such method.

Stakeholder or Customer: In this instance this refers to any non-LSA staff member and includes children, customers, suppliers and partners.

Complainant: The person making the complaint.

Complaint: Any form of feedback, informal or formal, expressing a concern in regard to some aspect of the operation or administration of Life Skills & Adventures, its services, staff, volunteers or people associated with the organisation, where the complainant's interests have been, or appear to have been, adversely and unjustifiably impacted by such conduct, and the complainant wishes to seek redress.

Dispute: Differences arising from the management of feedback that cannot be resolved at the current level.

Complaint resolution procedure: The method used to resolve complaints, disputes or matters of concern through an agreed resolution process.

Certified Supervisors: In charge of the day to day operations of the camp

Notifiable complaint: A notifiable complaint is a complaint that alleges a breach of the Act or Regulations, or alleges that the health, safety or wellbeing of a child at the camp may have been compromised. Any complaint of this nature must be reported by the proprietor to the Director within 48 hours after the complaint has been made.

Proprietor: This includes the owner of the camp and any person who manages or controls the camp.

4. SCOPE

This policy applies to all Life Skills & Adventures operations.

5. ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
Camp Leaders / Directors	Ensure the procedures are compliant to the regulations Implement training for staff It is the responsibility of LSA to appoint a representative at each camp to manage all aspects of the camp program.
Camp Leaders / Directors	Ensure Customer consultations occur as per the annual customer consultation plan. Investigate Customer Feedback or complaints. Communicate outcomes of the investigations with customer and escalate to Director for reporting Log all formal complaints on complaints Register.
Company Directors	Responsible for ensuring suitable resources and support systems to enable compliance with this policy. Drive the consultation process and provide leadership and advice on the continuous improvement of the policy. Responsible for the development, monitoring and review of the Policy and related systems, ensuring all content meets all legislated requirements. Approve the Policy and Provide official sign off on the Policy

6. MONITORING, EVALUATION AND REVIEW

The ongoing monitoring and compliance of this policy will be overseen by the LSA Director. Each program will complete an annual self-assessment against this procedure, associated policy and the legislated standards from which it was drawn.

The evaluation of the policy will be facilitated by the LSA Director using stakeholder feedback to drive continuous improvement and reflect service users' comments where practical.