

Policy Title:	External Feedback Policy
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Author:	Operations Manager
Owner:	Chief Executive Officer
Endorser:	Lionheart Board
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INTRODUCTION

Lionheart Camp for Kids (Lionheart) values feedback from all external stakeholders, including participants, families, community members, and partners. Feedback is essential for recognising successes, identifying areas for improvement, and maintaining high-quality, inclusive services. We are committed to ensuring feedback processes are accessible, fair, and efficient.

PURPOSE

This policy outlines Lionheart's approach to managing feedback from individuals and organisations outside our staff and volunteer team. It ensures that feedback is welcomed, appropriately recorded, and responded to in a manner that supports continuous improvement while upholding our legal obligations.

DEFINITIONS

- **Feedback:** Opinions or information provided about Lionheart's services, which may include suggestions, compliments, or complaints.
- **Complaints:** Expressions of dissatisfaction requiring formal action or resolution.
- **External Stakeholders:** Individuals or organisations outside of Lionheart staff, volunteers, third-party contractors and Board Directors who interact with or are impacted by our services.

POLICY

Receiving Feedback

Feedback can be provided through the following channels:

- Online: Undertaken through the Lionheart website (including anonymous submissions).
- Verbal: In-person discussions or through staff-assisted documentation of verbal feedback.
- Written: Via email, letters, or social media direct messaging.
- Post-Program Surveys: Participants, facilitators, and volunteers will have structured opportunities to provide feedback. Post-program surveys are

usually undertaken at the conclusion of the program, whilst still on camp, allowing for on-the-spot feedback to be given in either written or verbal form. Children and adolescents are provided with a child-friendly option, with emojis used throughout, with easy-to-understand questions.

Positive feedback will be acknowledged and, where consent is provided, may be shared publicly. Complaints will be handled confidentially and in line with procedural fairness principles.

Guiding Principles

1. Accessibility: Feedback processes can be made available in multiple formats to meet diverse needs, including language support if required.
2. Responsiveness: Feedback is acknowledged promptly, within 30 days, with complaints prioritised based on urgency or severity.
3. Fairness: All feedback is treated equitably and addressed without bias.
4. Confidentiality: Personal information is managed according to the Privacy Act 1988 (Cth) and only used for feedback resolution. Individuals who make a complaint will not face retaliation to encourage a safe and transparent reporting culture.
5. Continuous Improvement: Feedback is used to enhance services, policies, and practices.

Feedback Management

1. Website Form: General feedback can be submitted through the feedback form on Lionheart's website, which is reviewed regularly by the Operations Manager.
2. Post-Program Surveys: Participants, facilitators, and volunteers are invited to complete feedback forms following each program.
3. Line Manager Reporting: Volunteers and facilitators may provide feedback directly to their line manager after programs.
4. Acknowledgement and Response: Feedback and complaints are acknowledged as promptly as possible, with an acknowledgement provided within five working days, wherever possible. Complaints requiring investigation will be resolved as promptly as possible, with updates provided throughout the process.
5. Anonymity: Anonymous feedback will be addressed following standard feedback procedures wherever possible, and if contact information is provided to allow a response, an offer will be made to contact the Operations Manager to discuss the matter further should the response not be satisfactory.

Accountability

- The Operations Manager ensures that feedback is recorded, analysed, and reported to the CEO and the Board as required.
- Complaints are escalated where necessary, including to external review bodies such as the Australian Charities and Not-for-profits Commission (ACNC) if unresolved internally.

PROCEDURE

1. **Receive and Record:** Record feedback with details such as the individual's contact information (if provided), date received, and the nature of the feedback. Assign a unique identifier for complaints.
2. **Acknowledge:** Acknowledge receipt of feedback within five working days, outlining next steps.
3. **Investigate:** Review feedback and, if a complaint, determine its validity, impact, and required actions.
4. **Respond:** Provide the individual with an outcome summary, outlining resolutions, corrective actions, or recommendations while ensuring transparency by explaining the decision-making process and actions undertaken including any resolutions. For unresolved complaints, advise on escalation options including referral to the CEO for further review and determination.
5. **Monitor and Improve:** Regularly review feedback trends to identify systemic issues and opportunities for service improvements.

REVIEW

This policy will be reviewed every two years to ensure relevance, effectiveness, and compliance with legal and regulatory requirements.

RELATED DOCUMENTS

- Crisis & Incident Management Policy
- Internal Grievance Policy
- Privacy Policy
- Record-Keeping Policy

REFERENCES

- Privacy Act 1988 (Cth)
- Equal Opportunity Act 1984 (WA)
- Australian Charities and Not-for-profits Commission (ACNC) Guidance

KEY CONTACT PERSON

For further information please contact the Operations Manager by emailing enquiries@lionheartcampforkids.com.au.