



## Feedback and Complaints Policy

### Purpose

The views of our visitors and broader community are important to us. Whatever your relationship with Wayside Chapel, we invite and encourage you to let us know how we are doing. Compliments, complaints and suggestions from our community help us as we work to deliver on our mission of *creating community with no 'us and them'*.

The purpose of this policy is to ensure that Wayside Chapel has a consistent, transparent and effective approach to managing Feedback and Complaints.

### Scope

This Policy applies when Wayside receives Feedback or Complaints.

Work-related grievances involving Wayside team members are outside the scope of this Policy.

Where a concern or complaint arises in relation to privacy-related matters, this Policy should be read in conjunction with Wayside's Privacy Policy.

### Definitions

*Complaint:* an expression of dissatisfaction made to or about Wayside related to its operations or services, where a response or resolution is explicitly or implicitly expected or legally required.

*Feedback:* Opinions, comments and expressions of interest or concern, made to or about Wayside where a response is not explicitly or implicitly expected or legally required.

*Wayside:* An abbreviation for Wayside Chapel.

### Guiding principles

Wayside respects and values the views of its visitors and broader community, and is committed to acting on and learning from Feedback and Complaints.

Wayside's Feedback and Complaints handling processes are based on the principles of accessibility, responsiveness, fairness and continuous improvement.

### Accessibility

Wayside will ensure that its Feedback and Complaints processes are clear and accessible. It will make information available to visitors and other members of its community about ways in which to communicate Feedback and Complaints. This information will be available on Wayside's website and included in relevant visitor resources and publications.

### Making a Complaint

The preferred methods for providing Feedback or making a Complaint are:

- In person – to a staff member
- Email – to [complaints@thewaysidechapel.com](mailto:complaints@thewaysidechapel.com)
- Letter – addressed to:  
Complaints  
Wayside Chapel  
29 Hughes Street  
Potts Point NSW

However, Feedback and Complaints may be received by Wayside through a range of other channels, including:

- via the 'Contact' page on Wayside's website (<https://www.waysidechapel.org.au/feedback-complaints/>); and
- through social media channels.

### **Responsiveness**

Where possible and appropriate, Wayside aims to resolve service-related concerns and issues as they are raised. If a Complaint cannot be resolved in the moment by the staff member who is interacting with the complainant (and/or if the matter concerns serious allegations of misconduct or risk to safety or security), it will be immediately escalated in accordance with Wayside's Feedback and Complaints Procedure.

Wayside's Quality and Compliance Manager or delegate will record all written (and all internally escalated) Complaints on the Complaints Register and will refer them to the appropriate manager or other staff member for response. Feedback will also be recorded and referred to a team leader (and/or the Quality and Compliance Manager) as appropriate for continuous improvement purposes.

Where contact details have been provided, Wayside will acknowledge the receipt of a written Complaint within 7 days, and respond to the Complaint within 28 days.

### **Fairness**

Consistent with Wayside's Code of Conduct, we will treat those who provide Feedback and Complaints with respect, honesty and fairness.

Complaints relating to staff conduct will not be reviewed by the staff member who is the subject of the Complaint. Conflicts of interest will be identified and managed responsibly.

Wayside will take all reasonable steps to ensure that people making a Complaint are not adversely affected because a Complaint has been made by them or on their behalf.

### **Confidentiality and anonymity**

Wayside understands that Complaint information may be sensitive in nature and respects the complainant's right to confidentiality. Subject to any disclosures required by law or by the terms of relevant funding arrangements, we will only use and disclose information in relation to the Complaint and the complainant for the purposes of investigating and resolving the Complaint and for internal reporting.

Anonymous Complaints will be accepted and investigated where the information available makes it practicable to do so. However, if you do choose to remain anonymous, we may be limited in our ability to investigate the issues raised and to report to you on the outcome.

### Assistance

Wayside will support those making a Complaint, including by assisting them to access an advocate, interpreter or other support person where required.

### Alternative avenues for resolution

We will let complainants know what internal and/or external escalation options are available to them if the Complaint is not resolved to their satisfaction.

- If your Complaint relates to a health service (or the conduct of a Wayside Chapel health practitioner) you may choose to contact the Health Care Complaints Commission (HCCC) on (02) 9219 7444 / 1800 043 159 or via their website: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)
- Members of the public may also make a notification to the Australian Health Practitioner Regulation Agency (AHPRA) - [www.ahpra.gov.au](http://www.ahpra.gov.au) - about the conduct of a health practitioner.
- Complaints that relate to privacy matters can be directed to the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 or via their website: [www.oaic.gov.au](http://www.oaic.gov.au)

Our funding arrangements for certain services may also provide for the notification or referral of *Complaints* to relevant external agencies.

### Speak Out

*Speak Out* is a confidential and independent hotline (1800 951 145) and website (<https://nswact.uca.org.au/speak-out-in-confidence/>) administered by Core Integrity, on behalf of the Uniting Church in Australia. *Speak Out* is provided so anyone can report any concerns (current or historic) they have about safety, wellbeing and integrity within the Uniting Church in Australia.

### Continuous Improvement

Wayside is committed to improving the effectiveness and efficiency of our Feedback and Complaints management system. We support a positive culture that values Complaints and their effective resolution.

We commit to regular review of the Feedback and Complaints management system and data to ensure that this Policy and the related Feedback and Complaints Procedure are being followed and remain fit for purpose.

We will ensure that we take the learnings from the Feedback and Complaints received and use them to support continuous improvement to our services and operations.