Archdiocese of Hobart

Policy Document

STAKEHOLDER FEEDBACK POLICY		Document # AOH-BP021	Print Date N/A
		Prepared By:	Date Prepared:
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1. POLICY

The Archdiocese of Hobart (Archdiocese) seeks to communicate its Mission and goals to any interested party who may wish to contribute to their achievement. The reputation and good standing of the Archdiocese in the Tasmanian community is essential to the maintenance of its integrity and leadership in its quest to proclaim the Gospel and to seek social justice for and beneficial treatment of the poor and marginalised. As far as possible, the Archdiocese seeks to promote and maintain a supportive and inclusive environment where all persons are treated with dignity and respect.

2. FEEDBACK

It is of benefit to the Archdiocese to have an understanding of how successfully it is achieving this Policy. Accordingly, all interested parties are invited to provide feedback on relevant matters. The Archdiocese values such information and will incorporate feedback into its efforts to continuously improve its activities.

From time to time, it may be that Archdiocesan responses do not live up to community expectations. On such occasions feedback by way of complaint is welcomed.

3. TERMINOLOGY

Stakeholder means a person who has an interest in or level of involvement with the Archdiocese or its Agencies or its enterprises or programs. Stakeholders include clergy and members of religious organisations, workers, volunteers, clients, contractors, members of faith communities, state and federal governments and other funding bodies as well as the Tasmanian community at large. It is important that stakeholders realise that they have differing and possibly conflicting interests and they will not all hold an equal level of involvement in Archdiocesan activities.

4. GUIDING PRINCIPLES

- From time to time, the Archdiocese or its Agencies may actively seek feedback from stakeholders. This will be done to ascertain the level of satisfaction with Archdiocesan activities.
- Stakeholder feedback will inform continuous improvement processes with the Archdiocese and its Agencies.
- Feedback should be provided on the Archdiocese Comments, Complaints, Compliments and Suggestions Brochure.

- Feedback that involves a complaint must be signed and include the name and contact details of the complainant, so that the Archdiocese can contact them for further details or provide feedback on the resolution of the complaint. Anonymous complaints will not be dealt with.
- Complaints that are frivolous, malicious or vexatious and designed to distress, annoy or intimidate will be ignored. The Archdiocese will respond to repeated examples by any means at its disposal.
- The purpose of the complaints process is to resolve the issue with an appropriate outcome and with minimal difficulty. Consequently, internal complaints resolution processes will be followed in the first instance. In some circumstances, where a particular funding body requires specific procedures to be applied, these will be followed.
- If the internal resolution to a genuine complaint is not satisfying to the complainant, then the matter may be escalated to an external independent investigator, if deemed to be a sufficiently serious matter.
- No person should be subject to victimisation because they raise or are associated with a complaint. Victimisation includes any unfavourable treatment of a person as a consequence of his/her involvement in a duly notified complaint.
- All parties involved in the complaints management process are to maintain appropriate confidentiality.
- If a complaint has been fully investigated and not upheld, or is formally withdrawn in writing during the course of the complaint investigation process, the matter cannot normally be raised again unless it involves new information or a separate incident.
- The complainant, the respondent and others involved in the complaints management process are expected to behave ethically and temperately, and conscientiously uphold all outcomes of the complaints management process (including any agreed resolution strategies).
- Complaints will be dealt with according to the principles of natural justice.
- Problems that are raised as a complaint may also affect other Archdiocesan stakeholders. Where appropriate, an investigator is to be given the freedom and authority to consult with more senior members of staff during the complaints management process.
- Appropriate documentation relating to a stakeholder complaint investigation will be kept by the relevant Agency or Department of the Archdiocese.
- Complaints management is not formula-driven, as issues and matters of concern will vary widely. Accordingly, it is important to maintain flexibility in carrying out the complaints management process.
- Any worker who is the subject of a complaint under this policy should contact the Human Resources Department for advice.
- Any stakeholder who requires additional information regarding this Stakeholder Feedback Policy should contact the relevant senior manager.