



ABN: 39 098 557 797

**Mid Richmond Neighbourhood Centre**

5/6 Oak Street Evans Head NSW 2473

P.O Box 163 Evans Head NSW 2473

(02) 6682 4334

[www.mrnc.com.au](http://www.mrnc.com.au)

# MRNC Client Feedback and Complaints Policy

## Policy Statement

Mid Richmond Neighbourhood Centre Inc (MRNC) welcomes and encourages feedback from clients which will ensure improvements to the quality of MRNC services. MRNC takes all feedback and complaints seriously and will respond fairly and in accordance with the principles identified below. Feedback and complaints can be formal (e.g. in writing), informal (passed onto a MRNC worker for communication) or anonymous. MRNC provides services across a geographical area with diverse cultural communities; MRNC will endeavour to the best of its resources and capabilities to ensure that this policy is easily accessible to a range of service users. All MRNC complaints handling processes will consider the rights of the individual, whether an external body must be notified including those bodies charged with responsibilities to investigate criminal allegations.

The following principles, as identified by the Commonwealth Ombudsman underpin this policy and related procedures:

1. Fairness
2. Accessibility
3. Responsiveness
4. Efficiency
5. Integration

## MRNC will ensure:

- All clients are aware of their right to provide feedback or complain.
- All clients are aware of external complaints processes as relevant.
- All clients are aware of their right to nominate an advocate or support person to assist during a complaints process.
- Clients are provided with the generic MRNC Client Information Sheet: Your feedback is important.
- All clients in receipt of a MRNC service will receive a client services improvement survey.
- All MRNC clients will be invited to participate in an annual client satisfaction survey.
- A complaints register is maintained and reported quarterly.
- Complaints handling processes incorporate person-centred approaches.
- Staff with complaints handling responsibilities are provided with relevant resources and professional development opportunities.

*The Mid Richmond Neighbourhood Centre Inc. Would like to acknowledge the Bandjalang people of the Bundjalung Nation, as the Traditional Custodians of the land on which we live and work.*

- Staff handling complaints are aware of, in accordance with this policy, when a complaint must be notified externally.
- Staff involved in complaints handling are aware of a range of relevant external complaints handling processes in accordance with guidelines and legislation.

### Complaint defined

An expression of dissatisfaction or concern about something. May be expressed orally or in writing through a formal process or as part of other feedback.

For further information regarding the MRNC Client Feedback and Complaints Policy contact

**General Manager | MRNC Inc**  
**P.O Box 163, EVANS HEAD NSW 2473**  
**Phone: (02) 6682 4334 | Fax: (02) 6682 4100**