

# FEEDBACK MANAGEMENT POLICY

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Prepared by:	Rebecca Kenny
Approved by:	The Executive
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## 1 PURPOSE

The purpose of the Feedback Management Policy is:

- to provide guidance and assistance to stakeholders who wish to provide feedback to the Australia Council; and
- to foster a culture of continuous improvement by encouraging and responding to feedback provided on the operations of the Australia Council.

## 2 POLICY STATEMENT

Australia Council welcomes any opportunity to improve on our services and overall experience in dealing with us. Complaints as well as positive feedback help us to identify areas where there might be a shortfall or where we can do better, as well as what we are doing right.

## 3 PROVIDING FEEDBACK

Feedback can be delivered either verbally or in writing.

Verbally	
Local phone call	(612) 9215 9000
Toll-free	1800 226 912
National Relay Service (NRS)	1800 555 677

In writing	
Street address	Australia Council for the Arts 372 Elizabeth Street Surry Hills NSW 2010
Post Office box	Australia Council for the Arts PO Box 788 Strawberry Hills NSW 2012
Email	<a href="mailto:feedback@australiacouncil.gov.au">feedback@australiacouncil.gov.au</a>

Once received we will endeavour to respond as soon as possible and to keep you updated on the progress of your feedback.

You can also lodge a complaint with the Commonwealth Ombudsman (1300 362 072 for the cost of a local call) if you are dissatisfied with Australia Council's complaints-handling procedures or if your complaint is not resolved to your satisfaction.

## 4 OUR RESPONSE

Upon receipt of your feedback it will be forwarded to the most appropriate Council officer who will then take ownership and responsibility for documenting, resolving and responding to the feedback. The decision as to who is the most appropriate Council officer to respond will be dependent upon the nature and seriousness of the feedback.

The Council officer responsible for responding to your feedback will do the following:

- Review the feedback and determine the next course of action.
- Consult with other divisions of Council if necessary.
- Escalate to senior management if required.
- Respond to your feedback within 14 days. Sometimes this will only require an acknowledgement and sometimes a more detailed response will be required.
- If you have made a complaint, depending on the nature of the complaint, we will attempt to resolve this within 14 days. If this is not possible we will provide an update to you within 14 days. If we can't resolve your complaint, we will contact you to explain why and let you know what other options may be available to you. If you make an anonymous complaint we are likely only going to be able to respond with general information.
- Document all correspondence and relevant actions taken.

## 5 YOUR RIGHT TO PRIVACY

If you contact us with feedback or a complaint, we are obliged under the *Privacy Act 1988* to keep your personal information confidential.

When you provide us with your email address or residential address you are permitting us to contact you in response by using the same email or residential address. You need to be satisfied with the security and privacy of this information when you provide it to us.

If you have any concerns with the way we have collected or managed your personal information, you can read our [Privacy Policy](#) to inform yourself on how we manage personal information. You can also email the Australia Council's privacy officer:

[privacyofficer@australiacouncil.gov.au](mailto:privacyofficer@australiacouncil.gov.au)

## 6 INTERACTING POLICIES AND INFORMATION

- Privacy Policy
- Records Management Policy
- Code of Conduct

## 7 CHANGE HISTORY

<b>Date</b>	<b>Change description</b>	<b>Reason for change</b>	<b>Author</b>	<b>Issue no:</b>
<b>June 2016</b>	Document creation		Rebecca Kenny, General Counsel	1
<b>September 2018</b>	Minor amendments	Scheduled review	Rebecca Kenny, General Counsel	2