



Feedback Policy and Procedure

This document outlines Capital Region Community Services (CRCS) policy and process for managing feedback from participants, their representatives, external stakeholders, volunteers and employees.

Policy

In accordance with our vision, purpose and values, CRCS welcomes feedback from participants and or their representatives and external stakeholders as a valuable mechanism for reflecting on the quality and performance of our services and organisational support functions.

Feedback is a valuable mechanism used as part of the CRCS Quality Management System to:

- understand the needs and expectations of participants, stakeholders and the communities we support
- record, register, respond and resolve identified issues, and share these to improve practices
- identify improvements to the quality and performance of our services and organisation's support functions (ie what we do and how we do it)
- identify and implement new and innovative solutions and services and track/measure their impact
- ensure CRCS is proactive and relevant to the communities we serve
- increase participant, employee, stakeholder and community satisfaction, and
- grow our business and achieve our strategic goals.

CRCS will:

- foster a culture that encourages open and honest communication and welcomes constructive feedback
- inform participants about the standard of service they can expect
- protect the right of participants and stakeholders to provide feedback and raise concerns / complaints
- protect the privacy and confidentiality of people including, but not limited to, accepting and actioning anonymous feedback
- encourage and make it easy for people to provide feedback through a channel that best suits their needs
- actively seek feedback from participants, their representatives and business / community stakeholders
- receive and process feedback with due urgency and integrity, respecting the participant, their representative or stakeholder's rights and feelings about their experiences at CRCS
- ensure complainant's services and interactions with CRCS are not interrupted as a result of raising a concern / complaint, unless the participant and or CRCS have a valid reason to do so (ie protect the health, safety and wellbeing of an individual or group of people)
- resolve complaints, where possible, to the satisfaction of the complainant and provide participants with an

opportunity for appeal and welcome independent review if they are unhappy with any finding or outcome from providing feedback to CRCS

- systematically record and analyse feedback and use it to improve services, processes and systems.

We do this by:

- using a variety of feedback methods and channels appropriate to the needs of participants, their representatives and stakeholders
- maximising opportunities for feedback to be provided across all services areas and activities
- processing feedback in a timely manner, aiming to provide a formal response where requested, within three (3) working days of the feedback being received
- keeping parties to feedback appropriately involved and informed of the progress of their feedback
- providing the outcomes of feedback to participants, employees and other stakeholders in consideration of their right to privacy and confidentiality
- ensuring participants, their representatives and stakeholders are aware of, and have access to this Feedback Policy and Procedure including their right to escalate their complaint within CRCS or externally to the appropriate regulatory authority
- ensuring the CRCS Board, Employees and Volunteers are adequately informed and trained in feedback management and processes as part of their induction and through ongoing training and communications
- analysing and using feedback to inform improvements to services, service delivery and risk management, identify and inform opportunities, and support compliance
- reviewing the accessibility and effectiveness of the Feedback system through established Quality Management System processes.

The current framework of CRCS's feedback system is based on five levels of feedback information:

Level 1: Compliment or positive Feedback. Comments are positive about the service and or employee and aim to reinforce continuing good service.

Level 2: General Comment about the service, or requests for information or clarification. Comments may be either positive or negative or may be suggestions for improvement.

Level 3: Criticism or dissatisfaction about the service received, particularly where there is dissonance between the expressed need of the participant and the service delivered.

Level 4: Concern or serious objection about the service delivery, where there is a high level of dissatisfaction or a specific grievance.

Level 5: Complaint about serious breaches of the service contract, or of rights, policy, or the legislative responsibilities of the service (for example, Anti-discrimination legislation etc.)

All feedback must be managed by employees in accordance with the *CRCS Code of Conduct, CRCS Privacy and Confidentiality Policy and Procedure* and as outlined within this Policy and Procedure.

Scope

This policy and procedure applies to all CRCS employees and volunteers.

Refer to the *Grievance and Dispute Resolution Policy and Procedure* for work related complaints raised by employees and volunteers.

Definitions

Australian Children's Education and Care Quality Authority – (ACECQA) NLO1 Form Notification of Complaints and Incidents:	For the purposes of this policy, NLO1 form to be lodged by Children's Programs when they receive a complaint alleging: <ul style="list-style-type: none"> - the safety, health or wellbeing of a child was or is being compromised - the Law has been breached
Complainant:	Person making a complaint.
eBMS	Electronic Business Management System
Employee:	Employee includes paid employees and volunteers of CRCS who are engaged to undertake work for and on behalf of CRCS in a permanent, fixed term/contracted, casual or voluntary capacity.
National Quality Agenda IT System	Used by Children's Programs to make reports to regulatory body
Participant:	a person accessing any CRCS program or service.

CRCS Communication Methods to all stakeholders

The following table outlines the CRCS methods of Communication to all relevant stakeholders:

Occurrence	Action Required	Responsible Position/s	Timeframe
Consultation	Issue Notice in CRCS Connections Newsletter	Quality and Audit Manager	Next month's edition following document completed.
	Discuss draft Policies and Procedures at team meetings, tool box talks etc.	Line Manager	Within the consultation timeframe
	Send feedback from consultation to policy@cracs.com.au	Line Manager	Within the consultation timeframe

Implementation

The following table outlines the implementation requirements for this Policy and Procedure:

Occurrence	Action Required	Responsible Position/s	Timeframe
Upon Ratification	Email to all stakeholders	Quality and Audit Manager	Within three days of policy ratified
	Issue notice in CRCS Connections Newsletter	Quality and Audit Manager	Next month's edition following ratification or review
	Discuss ratified Policies and Procedures at team meetings, tool box talks etc.	Line Manager	Next meeting following notice by Quality and Audit Manager

Education and Training

Occurrence	Training Description	Responsible Position/s	When
Induction of new employees	New Employee Induction	People and Culture	First week of employment
Induction of new employees	New Employee Workplace Induction	Coordinators and Managers	Within four weeks of employment

PROCEDURE

The following procedure outlines how CRCS manages feedback. This procedure outlines the following information:

1. Promoting the Feedback Process
2. Receiving Feedback
3. Recording Feedback
4. Processing Feedback
5. External Reporting
6. Using Feedback for Quality Improvement
7. Provision of Support and Assistance
8. Appeal Options
9. Roles and Responsibilities Summary.

Section 1 – Promoting the Feedback Process

Feedback is encouraged and welcomed by CRCS with all employees responsible for:

- informing participants, their representatives and stakeholders (individual, business and community) about what they can expect from CRCS and how they can provide feedback
- promoting the feedback process and encouraging the submission of feedback (including general comments, compliments, criticism, concern or complaint)
- ensuring they are familiar with this *Feedback Policy and Procedure* including the requirement to:
 - accept and report informal feedback
 - offer participants and or their representatives opportunities to provide formal feedback when appropriate
- including the online feedback form link on forms and marketing material where appropriate, and
- providing feedback information.

Feedback information is provided to participants in one or more of the following ways:

- Handbooks - including but not limited to CRCS Handbook, Program Handbooks, Parent Handbooks
- Program or Service brochures and/or flyers
- Intermittent Surveys and Community Engagement activities
- Service Agreements
- Easy English – Feedback
- *Feedback Record Form* - in the following formats:
 - Hard copy - Coordinators and Program Managers are responsible for ensuring that forms are readily available and independently accessible at each program so that no person needs to ask for a feedback form. Additionally, an *Incident and Injury Report form* may be required depending on the nature of the feedback.
 - Electronically – available on the CRCS website and employee intranet.

The form includes a range of submission options to enable the participant to select the option that best suits their needs and situation.

- Online feedback option - is provided on the CRCS Website and enables feedback to be provided either named or anonymously. Feedback is sent to the Executive Management Team.

Section 2 – Receiving Feedback

Feedback (including complaints) can be provided in a variety of ways, for example:

- written
- verbal
- email
- text

- social media
- through the CRCS website
- or any other form of correspondence to CRCS employees.

Feedback must be received and processed with integrity, respecting the participant, their representative or stakeholder's rights and feelings about their experiences at CRCS. When receiving feedback from a participant, their representative or stakeholder, CRCS employees should observe the following practices:

- explain the feedback process
- ask if they would like a copy of the CRCS *Feedback Policy and Procedure*
- advise that privacy and confidentiality is a priority and ask if they are happy to have their name and/or contact information recorded on our *Feedback Report Form*
- if the feedback is from a participant or their representative, advise that service provision will not be affected because feedback was provided to CRCS (unless the participant and or their representative chooses otherwise or CRCS is required to cease or suspend services to ensure the health, safety and wellbeing of an individual or groups of people or other extenuating circumstance)
- listen carefully to the details provided
- receive the information impartially, and without offering opinion
- ask whether the person would like a support or assistance with the process. Section 7 – Provision of Support and Assistance outlines some support / assistance options that can be offered.
- advise the person that if the feedback is in the form of a complaint, concern or criticism of a CRCS employee, that employee will not be involved in the management of the complaint to avoid any conflict of interest
- advise they will be informed about the outcome of their complaint or appeal where they indicate they would like a response and have provided their contact information as part of the feedback process
- advise their right to escalate concerns and complaints and/or report them to an external regulator including giving relevant contact details for the applicable regulatory body. Refer Section 5 External Reporting and Section 8 Appeal Options for contact details of relevant external organisations.
- record the details of the feedback including the person's preferred outcome (see next section for guidance on recording feedback)
- advise that all feedback is logged into the feedback system, notified to the Executive Team and generally actioned by the appropriate Program/Executive Manager within CRCS.

CRCS is committed to processing feedback in a timely manner, aiming to provide a formal response where requested, within three (3) working days of the feedback being received. With this in mind, employees must ensure feedback records are generated and actioned immediately on receipt of the feedback.

Section 3 – Recording Feedback

Irrespective of how / the format in which feedback is received ALL received feedback must be logged into eBMS via:

- the Feedback option for all feedback, and

- where the feedback relates to a WHS Hazard and/or Incident the employee must also complete and submit a Hazard and Incident Report. Further, the employee may also need to email facilities@crccs.com.au where feedback, hazard and/or incident relates to a maintenance issue. For further information, please refer to the *Incident and Injury Reporting Policy and Procedure*.

All supporting documentation must be attached to the eBMS report. This includes scanned copies of any completed *Feedback Record Forms*, letters, emails, social media posts, text, email or other documentation.

Employees are expected to record or assist with the completion of a *Feedback Record Form* when:

- requested by a participant, their representative or another stakeholder, and/or
- where the person providing the feedback does not wish to complete the form themselves, and/or
- when they do not have ready access to eBMS online.

The employee must then log the feedback into the eBMS system per the requirements detailed above noting that it is important to ensure that privacy and confidentiality is maintained and that individuals' identities are withheld if it is requested that CRCS do so.

Logging feedback into eBMS triggers notification to the relevant Line Manager and the CEO. If you have any concerns about this automatic routing to the Line Manager, please contact the CEO's office for guidance.

Section 4 – Processing Feedback

Feedback will be acknowledged by the responsible line manager to the other party either verbally, electronically or in writing within three working days of receipt. The only exceptions to this are where:

- the feedback was provided anonymously, or
- where the person providing the feedback did not request a response to their feedback,
- or did not provide contact details to facilitate communication (eg as noted on *the Feedback Record Form*).

Please refer to the *CRCS Privacy and Confidentiality Policy and Procedure* for more information.

4.1. Investigations and External Reporting

Where the feedback is a serious complaint that requires investigation, the *Workplace Investigation Policy and Procedure* will provide the framework for resolution.

Where the feedback is of a nature that an investigation and/or external reporting to a regulatory body is required (eg serious complaint), the matter must be immediately reported to the Executive Team and the *Workplace Investigation Policy and Procedure* must be followed. Progress reports must be provided to the complainant on a regular basis and an expected resolution time set and conveyed (ie usually no more than 21 days). Communication and keeping all parties informed is paramount in maintaining a transparent and defensible process. All records (including correspondence, file or diary notes) must be kept. Where applicable the complainant will be advised of the outcome of their feedback and an apology offered where appropriate.

4.2. Complaints that may affect a person with a disability

Where a person with disability may be affected by an issue raised in a complaint, but may not necessarily be the person making the complaint, CRCS will liaise with both the person involved in the complaint and any affected person with a disability in the resolution of the complaint while maintaining privacy and

confidentiality. This includes keeping all parties informed about the progress of the complaint, action/s taken, reasons for decisions and the options for the review of decisions. This assures that CRCS continues meeting the needs of people with a disability in relation to complaints or issues that affect them.

4.3. Assessing feedback for further action

Once feedback has been received and recorded, it must be assessed for further action.

4.3.1. Immediate Resolution:

If the feedback is a simple matter (eg general comment, compliment, concern or criticism) that can/has been quickly and easily resolved, within the bounds of CRCS Policy; then acknowledgment of the feedback and any action taken by CRCS should be provided to the person, thanking them for bringing it to our attention.

This should be recorded on the *Feedback Record Form* and in the associated eBMS report.

4.3.2. Requires action:

If the matter requires greater attention, the eBMS feedback report is allocated to the appropriate Program Manager for follow up. If the relevant Program Manager can resolve the matter (within the bounds of CRCS Policy) then these actions are recorded on the *Feedback Record Form* and in the associated eBMS report.

4.3.3. Escalation to Senior and Executive Management:

Escalation of feedback will occur when:

- The matter is not able to be resolved at a local level ie immediate resolution or no resolution was reached with the relevant Program Manager
- The matter is in relation to a Program Manager's conduct
- The matter involves a risk assessed as high or extreme (this must be reported as per *the Risk Management Policy and Procedure*)
- There is an allegation of misconduct, unethical or illegal activity. In this case the matter must be immediately referred to the relevant Executive Manager and/or CEO.
- The participant, their representative or a stakeholder requests that the matter is escalated

4.3.4. Escalation to the CEO and/or the Board

Feedback that must be reported to the CEO and/or Board includes:

- Matters that are brought to the attention of CRCS via a Regulator, Statutory Authority, Legal Practitioner or other authority regardless of the seriousness of the complaint
- Matters with risk assessed as high or extreme
- Matters that include a threat to an individual's life
- Matters that affect a death or potential life-threatening situation
- Matters that affect the reputation of CRCS assessed as a moderate risk or above
- Any illegal or criminal matter either actual or potential
- Matters that have not been able to be resolved at the Executive Level
- Matters that affect the financial viability of CRCS

4.4. Communicating the outcome

During each step of the process the person who provided the feedback and other affected persons are to be kept informed of the progress of their feedback. Where the feedback is not a complaint this may take the form of providing a response to the feedback via the medium it was presented (ie email, letter, or verbal).

All communication with the person who provided the feedback should be in a format appropriate to that person and may require augmented communication, the use of an interpreter or to be conveyed via a support person or advocate. Refer *Section 7 – Provision of Support and Assistance*.

4.5. Finalising the eBMS record

The Program/Executive Manager responsible for actioning the feedback report must ensure that the eBMS record is maintained throughout the process and that copies of all supporting documentation including any external report documentation is attached to the record before finalising the process in eBMS.

Section 5 – External Reporting

CRCS is legally required to complete an external report to applicable Regulatory Authority/ies when complaints allege:

- that a child/ren’s health and safety is at risk, and/or
- that a criminal activity has occurred by a CRCS employee, and/or
- another activity that must be reported to a statutory authority to meet legislative requirements.

Matters that require external reporting must be immediately escalated to Executive to ensure compliance with legislated timeframes. All external reports must be submitted to the applicable Regulatory Authority in consultation with the applicable Executive Manager and CEO. A copy of notification documentation completed as part of an external report must be attached to the respective eBMS report and the eBMS record updated to include any reference numbers provided by the regulator/external agency.

5.1. Reporting to Regulatory Authority – Education and Care

5.1.1. Reporting Complaints alleging a child/ren’s safety and health is at risk

In accordance with the Education and Care Services National Regulations 2011, Section 174 (2) (b) requires Children’s Programs to report any complaint made to the service alleging that the safety, health or wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service. Notifications must be lodged within 7 days of the service becoming aware or being notified of the complaint. Notification is to be made via the National Quality Agenda IT System (NQA ITS) at [http://www.acecqa.gov.au/national-quality-agenda-it-system via form NLO1](http://www.acecqa.gov.au/national-quality-agenda-it-system-via-form-NLO1) Notification of Complaints and Incidents. If/when the NQA ITS is unavailable NLO1 forms can be downloaded from the ACEQA website: www.acecqa.gov.au

- Education and Care Regulators
 - ACT – Children’s Education and Care Assurance (CECA)
Contact CECA via CECA@act.gov.au
Phone: 02 62077581
 - NSW - Early Childhood Education Directorate

Directors must report these complaints to the Executive Manager Children's Programs, and the CEO of CRCS within 24 hours. Notification can be made via phone or email and the NQA ITS Confirmation of Notification email response must be emailed to all three.

Injuries and incidents that must be reported to the Regulatory Authority in accordance with Section 174 of the Education and Care Services National Law Act 2010 must also be reported to People and Culture within 24 hours via the lodgement of an eBMS Incident and Hazard Report.

5.2. Reporting to Regulatory Authority – NDIS Quality and Safeguards Commission

CRCS complies with reportable incident requirements stipulated by the NDIS Quality and Safeguards Commission. As such any feedback that is assessed as having a reportable incident component (either partially or wholly) will be reported to the NDIS Quality and Safeguards Commission using their approved format within 24 hours of key personnel becoming aware of a reportable incident or allegation. CRCS will then provide additional information (ie an update on the initial notification form) within five (5) business days of becoming aware of a reportable incident through a feedback process.

Further to the above, CRCS will provide assistance to any person who wishes to contact the NDIS Quality and Safeguards Commission in relation to a complaint in compliance with NDIS (Complaints Management and Resolution) Rules 2018. Further information can be obtained by phoning the NDIS Quality and Safeguards Commission on 1800 035 544 or complete an online complaint form through <https://www.ndiscommission.gov.au/> via the *Contact Us* page.

5.3. Reporting to Regulatory Authority – Aged Care Quality and Safety Commission

CRCS complies with reportable incident requirements stipulated by the Aged Care Quality and Safeguards Commission. As such any feedback that is assessed as having a reportable incident component (either partially or wholly) will be reported to the Aged Care Quality and Safeguards Commission and using their approved format within 24 hours of key personnel becoming aware of a reportable incident or allegation.

Further to the above, CRCS will provide assistance to any person who wishes to contact the Aged Care Quality and Safeguards Commission in relation to a complaint in compliance with standard 6 of the Aged Care Quality Standards (under the Quality of Care Amendment Principles 2018). Further information can be obtained by phoning Aged Care Quality and Safety Commission on 1800 951 822 or complete an online complaint form through <https://www.agedcarequality.gov.au/> via the Making a Complaint page. Email audit.feedback@agedcarequality.gov.au

5.4. Reporting to Police or Statutory Authority

If CRCS have received a complaint of criminal activity by a CRCS employee or other activity that should be reported to a relevant statutory authority, the relevant Executive Manager and/or the CEO must be immediately made aware and make the report.

Section 6 – Using Feedback for Quality Improvement

The Executive Team are responsible for overseeing the management of feedback in the eBMS system.

All management positions are responsible for reporting on and preparing a report on feedback received each month within their monthly reports. These reports are fed through each level of management and reported to the Executive Team and the CEO. The CEO reports matters relevant to the Board quarterly unless the matters raised are assessed as a high or extreme risk to CRCS in which case these matters are reported to the Board within two (2) working days.

Results from feedback are used to:

- inform service planning and delivery
- improve policies, procedures and/or safe work guidelines
- inform learning and development programs
- improve service planning, monitoring and evaluation activities
- inform decision making
- inform the annual quality audit schedule
- improve customer service
- reduce red-tape.

Section 7 – Provision of Support and Assistance

CRCS is committed to supporting feedback providers throughout the feedback process by offering:

- Connection to Advocates and / or a support person
- Translation support
- The National Relay Service and ask for 1800 035 544. Numbers to access the National Relay Service:
 - Speak and listen number - 1800 555 727
 - TTY number – 133 677
 - SMS relay number – 0423 677 767

Section 8 – Appeal Options

Where the participant and or their representative, stakeholders or advocate is dissatisfied with the outcome of a matter, they can appeal to the following (where relevant)

- The Chief Executive Officer of CRCS
 - Phone: (02) 6264 0200
 - PO Box 679, Belconnen ACT 2617
 - Email: mandy.green@crccs.com.au
- CRCS Board Chair,
Capital Region Community Services,
PO Box 679, Belconnen ACT 2617
board@crccs.com.au
- ACT Human Rights Commission

- Phone: (02) 6205 2222
- hrc.act.gov.au

- Australian Human Rights Commission
 - <https://humanrights.gov.au/complaints/make-complaint>

- NDIS Quality and Safeguards Commission
 - 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
 - <https://www.ndiscommission.gov.au/about/contact>

- Aged Care Quality and Safety Commission
 - Call 1800 951 822 (free call) and ask to provide feedback on an aged care service.
 - Email audit.feedback@agedcarequality.gov.au
 - <https://www.agedcarequality.gov.au/making-complaint>

- Education and Care Regulators
 - ACT – Children’s Education and Care Assurance (CECA)
Contact CECA via CECA@act.gov.au
 - NSW - Early Childhood Education Directorate
Information and Enquiries team 1800 619 113 (toll free)
ececd@det.nsw.edu.au

- The applicable regulator using the reporting options detailed at Section 5 – External Reporting

Section 9 – Role and Responsibilities Summary

9.1. Employees:

- Participate in training and maintain currency of knowledge about the Feedback process
- Promote and explain the Feedback process
- Ensure privacy and confidentiality is always maintained
- Listen carefully and remain impartial
- Where possible, resolve feedback immediately
- Feedback unable to be resolved, escalate to Manager
- Maintain accurate and impartial feedback records within established timelines
- Seek clarification on any areas of concern from **the appropriate Line Manager**.

9.2. Program Managers:

Employee Responsibilities above, plus

- Ensure Training is provided and understood by Employees on this *Feedback Policy and Procedure*
- Ensure *Feedback Record Forms* are readily available and independently accessible by participants within their program/s

- Resolve Feedback at Manager Level
- Escalate Feedback per Section 4 above.
- Report feedback accurately in monthly reports
- Relevant external reports or referrals are made, ie ACECQA, NDIS Commission
- For complaints, ensures communication has occurred and is maintained with complainant and any affected person with a disability.

9.3. CEO and Executive Managers

Program Manager responsibilities above, plus

- Resolve Feedback at Executive Level
- Escalate Feedback as appropriate per Section 4 above
- Manage the CRCS Feedback System
- Report feedback to the Board within 2 days where assessed as high or extreme risk for CRCS, quarterly for remaining risk levels.
- Complete annual feedback **review and utilise results to inform quality improvements of the system.**

Relevant CRCS Policies and Legislation

Parent Document: Feedback Policy and Procedure

CRCS:

- *Code of Conduct*
- *eBMS Feedback*
- *Feedback Record Form*
- *Grievance and Dispute Resolution Policy and Procedure*
- *Incident and Injury Reporting Policy and Procedure*
- *Privacy and Confidentiality Policy and Procedure*
- *Risk Management Policy and Procedure*
- *Workplace Investigations Policy and Procedure*

All CRCS Quality Documents can be accessed on the [CRCS Intranet Quality and Audit Site](#).

Legislation:

- ACT Human Rights Act 2004
- Education and Care Services National Law 2011 and Regulations
- National Quality Agenda IT System
- ACECQA Form NLO1 – Notification of Complaints and Incidents
- National Disability Insurance Scheme Act 2013

Acknowledgement / Sources

- *Education and Care Services National Law 2011 and Regulations*
- *ACT Human Rights Commission hrc.act.gov.au*
- *NDIS Quality and Safeguards Commission: Effective Complaint Handling Guidelines for NDIS Providers*
- *National Disability Insurance Scheme Practice Standards*
- *National Disability Insurance Scheme (Complaints Management and Resolution) Rules, 2018*
- <https://www.agedcarequality.gov.au/making-complaint>.

Feedback

Feedback on this policy can be submitted to policy@crs.com.au.

Review

This policy will be reviewed within three years of the date of endorsement.

Compliance

Non-compliance to this policy may result in disciplinary action up to and including dismissal.

Audit

This policy and procedure will be audited for compliance three months after implementation.

Audit Questions	
Questions to be audited by Program Manager	
Question 1	Are employees aware of the five levels of feedback and how to respond to them?
Question 2	Has information been provided to participants on the provision of feedback as per Section 1 of this policy?
Question 3	Has feedback received been logged into ebms?
Question 4	Has logged feedback been assessed and appropriately responded to as per section 4 of this policy?
Questions to be audited by Executive Manager:	
Question 5	Has feedback of a reportable nature been reported to the appropriate regulatory authority?
Question 6	Do programs report monthly on feedback received through the monthly reporting process?
Question 7	Does the Board receive a quarterly report of feedback received?

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Question 8	Has results from feedback been used for continual quality improvement?
Question 9	Has feedback assessed as a high or extreme risk been reported to the Board within 2 days?
Question 10	