



position statement

feedback

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Document owner	Enterprise Risk & Compliance Manager		
Applies to	All yourtown		

introduction

yourtown is committed to providing innovative quality programs and services that support young people and their families, especially those who are marginalised and without voice.

We recognise that all people have a right to express their views, self-advocate and provide feedback about their experience with **yourtown** services and programs.

We also recognise that to achieve our goals we must maintain open communication and continuously learn and improve.

yourtown's position

yourtown strives to maintain the highest levels of service and safety for all those who engage with us. We want to hear if any service, program, or team member is not adequately meeting expectations. **yourtown** ensures:

- feedback is actively encouraged from team members, clients, supporters, and the community
- suitable means for providing feedback are developed, communicated and maintained
- the person providing the feedback is the centre of our processes, and their safety and wellbeing is prioritised at all times
- barriers to accessing the feedback process are proactively identified and removed to ensure any person can access the process at any time
- any method an individual chooses to share their story and bring information to the attention of **yourtown** will be accepted and welcomed; any door is the right door
- feedback can be provided anonymously and through a variety of different channels and processes
- information results in improvement
- feedback is used to inform our policies and practices
- feedback is treated with respect and confidentiality
- the exception is when harm or risk of harm is raised and must be reported to authorities, internally and externally
- feedback is considered and actioned in a timely, supportive, fair and just manner
- where possible, there is communication with individuals who provide feedback including at the end of the process to close the loop
- an individual's preference to have matters resolved via external means is respected
- human rights are upheld; this includes the right to, when engaging with **yourtown**, be safe, feel safe, be protected from harm, and be heard and taken seriously.

document review details

Document Review Details	Review Date	Revision
Revised to align with SiPPP and yourtown updated branding and language.	09/10/2023	V1

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