

Feedback and Continual Improvement

Position Statement

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 in order to achieve our goals we must maintain open communication with personnel, clients, supporters and external stakeholders, who are encouraged to provide us with feedback and make suggestions on how we can improve our services.

yourtown's Position

yourtown regularly evaluates and reviews its practices to ensure the continual improvement of programs and services. Efficient and effective resolution of issues and ongoing monitoring of feedback are integral parts of our commitment to continuous improvement.

yourtown ensures:

- feedback is encouraged from clients and supporters
- feedback is treated with respect and confidentiality, and is considered and actioned in a timely, supportive, and fair and just manner
- information about feedback processes is provided to clients and supporters, and is made available to the public
- suitable means for providing feedback are maintained
- outcomes from feedback are communicated, as appropriate
- an individual's preference to have matters resolved via external means is respected.