

## FEEDBACK POLICY

### INTRODUCTION AND PURPOSE

At the Roses in the Ocean Group, the foundations of our Policies are established through our:

1. Values;
2. Professional Standards of Behaviour; and
3. Code of Conduct.

Team Members to whom this policy applies must observe and maintain the highest ethical standards, treating all persons with fairness, dignity, and respect when fulfilling our responsibilities.

We should:

- Be committed to honest, fair, and respectful engagement with the community,
- Ensure high standards of governance, transparency, and accountability,
- Be respectful of and acknowledge the contributions of all others in the workplace,
- Have no tolerance in the workplace for unacceptable behaviour including bullying, discrimination, and sexual harassment.

### APPLICATION AND DEFINITIONS

Roses in the Ocean Ltd (ABN 36 152 499 075) and Suicide Prevention C.A.R.E. Ltd (ABN 36 652 550 966) will be collectively and severally referred to as the "Roses in the Ocean Group" throughout this policy statement.

This Feedback Policy applies to Team Members of the Roses in the Ocean Group

"**Team Member**" is defined as:

- any employee of the Roses in the Ocean Group whether permanent, temporary, full-time, part-time or casual;
- any volunteer of the Roses in the Ocean Group whilst they are performing volunteer duties for the Roses in the Ocean Group;
- any facilitator, contractor, consultant, intern or anyone who performs services for the Roses in the Ocean Group; and
- Board members and committee members of the Roses in the Ocean Group.

The Feedback Policy applies at all times when we are performing official duties including when we are representing the Roses in the Ocean Group including but not limited to attendance at workshops, meetings, speaking engagements, conferences, training events, and attending work-related social events.

The Roses in the Ocean Group may amend this Feedback Policy at any time.

### ROSES IN THE OCEAN GROUP VALUES

**Life.** We cherish and embrace the journey that is life. We value our own and others' physical, emotional, and mental health and wellbeing.

**Connection.** We value authentic, compassionate, and respectful connection.

**Humility.** We practice humility, acknowledging our own and others' knowledge and skills, and lived experiences of suicide, and the limitations of each.

**Deep Listening.** We respect the Aboriginal and Torres Strait Islander peoples practice of deep listening and value the learning this brings.

**Collaboration.** We thrive on collaboration to build the enriching and empowering relationships needed to achieve meaningful outcomes.

## POLICY STATEMENT

This policy relates to all customer and stakeholder feedback, including compliments, complaints and feedback, such as comments or suggestions, made directly to the Roses in the Ocean about service delivery including our website, policy content and application.

We welcome, value and encourage compliments, complaints and feedback. Compliments help us understand what is working well and acknowledge staff members who are providing excellent service. Complaints and suggestions for improvement are an opportunity to resolve issues and enhance our products and services.

We will collect, monitor and evaluate our performance and where appropriate, implement changes to help us grow and improve our standard of customer service and overall performance.

## DEFINITIONS

**Compliment** is positive feedback about our products, services, staff or the handling of a complaint. It can recognise a skill, behaviour or activity of the organisation, a business unit, or individual staff member.

**Complaint** is negative feedback and an expression of dissatisfaction related to our products, services, staff or the handling of a complaint.

**Feedback** is any opinion, comment, suggestion or expression of interest or concern made about our products, services, staff or the handling of a complaint or other matter.

## FEEDBACK PRINCIPLES

In the management of compliments, complaints and feedback Roses in the Ocean will be guided by the following principles:

**Accessibility** – We will provide easy ways to submit complaints, compliments and feedback through flexible and convenient methods.

**Responsiveness** – We will acknowledge all compliments, complaints and feedback and maintain good communication with complainants throughout the process about expected timeframes, outcomes and of relevant avenues of further review.

At a minimum, complaints will be acknowledged within five business days. While we strive to deal with complaints at the first point of contact, where review is required, we aim to finalise complaints within 30 business days. If more time is required, we will communicate this to the complainant. We maintain processes and procedures to support consistent and high-quality management of this information.

**Confidentiality** – We are committed to customer privacy in accordance with our Privacy Policy (available on our website <https://rosesintheocean.com.au/privacy-policy>).

**Customer centricity** – We will respond to all customer and stakeholder contact in an equitable, objective, consistent and unbiased manner. A customer-focused approach will be adopted supported by promoting an open, responsive and non-confrontational process.

Compliments, complaints and feedback can be lodged through our website:  
<https://rosesintheocean.com.au/contact-us/> or emailing us directly at  
[feedback@rosesintheocean.com.au](mailto:feedback@rosesintheocean.com.au)

#### POLICY DETAILS

Policy Title:	Feedback Policy
Policy Owner:	Operations
Approved By:	CEO
Approved Date:	07/07/2023
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