

Edmund Rice Ministries

Parent, Guardian and Carer Feedback and Complaints Process

Who can I contact to discuss the camp/service before, during and on completion of the camp?

When a camp is being organized the key contact person is always the Child Liaison Officer. The contact details of the Child Liaison Officer are issued with the application and information material for each camp. Once the child is accepted on Camp you can contact the Camp Captains, whose details are provided in the Acceptance Letter.

Contact can also be made with the Oceania Province Children's Services Standards Coordinator ph +61 438917505.

What can I do if I wish to give feedback about the camp or I have a concern or complaint about the camp?

Your feedback is important to us as part of our quality assurance procedures. It is always good to receive positive feedback as it lets us know what we are doing right in our provision of Edmund Rice Services. We also welcome feedback, which lets us know if you think what we are doing is not the correct way to do something or maybe something could be done in a different way.

The principles, which guide our approach to concerns and complaints, are:

- Edmund Rice Services is committed to protecting the well-being of children and volunteers on camp.
- Edmund Rice Services wishes to maintain a culture of openness to receiving concerns or complaints about services and respond to these in a timely and professional manner.
- Edmund Rice Services is committed to ensuring those who inform us of their concerns or lodge complaints are treated respectfully and experience no negative consequences or discrimination due to their actions.

Edmund Rice Services recognizes it can often be difficult to convey concerns or complaints about a camp service and seeks to ensure its protocols and procedures support a respectful and confidential response by our volunteers or Oceania Province staff members.

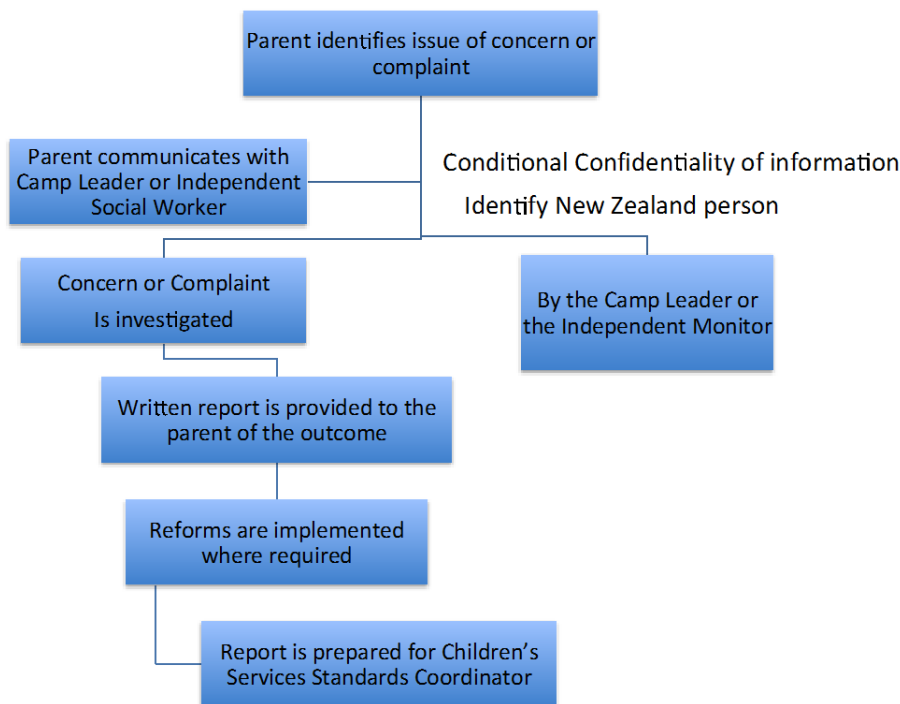
Protocol and Procedures

The outlined concerns and complaints protocols and procedures have been developed to achieve three objectives; these are:

- Immediacy of access to someone to whom the concern or complaint can be conveyed
- Timely responsiveness to the concern or complaint
- Independent monitoring of the concerns and complaints process.

Pathways to Indicate a Concern or Lodge a Complaint

Concerns or Complaints Pathway



You can provide us with feedback by:

- Filling in the feedback form and send it back to us
- Indicating in the acceptance form you are happy to give verbal feedback about the camp – the Camp Captain would contact you by phone
- Verbally to the Camp Captain when you see them who will write the feedback down and this will be given to the Children's Liaison person.

We will provide written acknowledgment of your feedback and where if required, changes have been initiated.

It is also important to us that you convey any concerns or complaints you may have about our services programme to enable us to investigate what may have happened and to importantly, instigate changes if required. Again a complaint can be directed to us either:

- In writing (on the attached complaints form) and handed to the Camp Captain
- Mailed to us at Edmund Rice Services
- Verbally to the Camp Captain who will write the feedback down

PARENTS' FEEDBACK FORM

Your feedback is important to us as it becomes part of our future planning and development for the Services programme to ensure children and young people have a great experience on our services and get the best out of services for themselves

You can give us feedback in a number of ways:

Change 3

- In writing (on the attached feedback form) and handed to the Camp Captain
- Mailed to us at Edmund Rice Services
- Verbally to the Camp Captain who will write the feedback down

You do not need to tell us who you are – this is optional information on the form.

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Camp Attended | Date Attended |
| Question | Your Thoughts |
| How do you feel your child experienced the camp programme? | |
| Do you feel your child benefited from the services programme they participated in? | |
| Was there anything about the camp /serviceprogramme you may not have been happy with or thought could have been done differently or improved? | |
| Anything else you wish to give us feedback on? | |

Thank you for your time.

COMPLAINT FORM

It is important you provide use with as much detail as possible to enable us to respond quickly and appropriately. Can you please let us know:

| Question | Your Response |
|---------------------------------------------------------------------------------------------------------------------------|----------------------|
| What does the complaint relate to in relation to something, which happened on a camp and/or how someone may have behaved? | |
| Where did the circumstances of the complaint occur? | |
| When did the circumstances of the complaint occur? | |
| Who was involved in the circumstances of the complaint? | |

| | |
|---------------------------------------------------------------------------------------------------------------------|--|
| <p>What would you like to see as a satisfactory outcome of how Edmund Rice Services responds to your complaint?</p> | |
| <p>Anything else you believe is important to let us know?</p> | |

Thanking you for your assistance.