



Policy 107

Member Feedback

Applies to:	Board Staff Club Committee Teachers Inpool volunteers		
Responsibility:	General Manager		
Status	Approved 10/2020		
	Updated 4/2023	Next Review 6/2025	

Policy statement

Rainbow Club Australia actively seeks the input of members/participants and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities. Rainbow Club will:

- Foster a service culture that encourages open and honest communication
- Inform members about the standard of service they can expect through a Service Agreement and a Welcome Letter
- Protect the right of members to provide feedback and to make complaints about service delivery
- Encourage and make it easy for people to provide feedback
- Record and analyse information arising from feedback and use it to improve services

Definitions

“Governing Member”	is the governing member of Rainbow Club as appointed by the Board from time to time in accordance with the Rainbow Club constitution.
“Member/participant”	is a child or young adult enrolled in a Rainbow Club program.
“Staff”	includes paid Rainbow Club staff and teachers,
“Volunteers”	Board Members, Club Committee members and inpool volunteers.

Procedures

Staff will be responsible for ensuring that members/participants are informed of what they can expect from Rainbow Club and how they may provide feedback. Information will be provided to members/participants via the Rainbow Club website, Service Agreement and Welcome Letter.

All staff working with members/participants are responsible for ensuring they are familiar with the procedures for members/participants to provide feedback, and for:

- Accepting and reporting informal feedback
- Offering members/participants an opportunity to provide formal feedback when appropriate
- Initiating and collecting member/participant feedback. Feedback may be provided by individual members on their initiative or in response to requests from the organisation.
- Rainbow Club will conduct a comprehensive survey of members/participants every 2 years to gather information regarding quality and appropriateness of the services it provides.
- Individual member/participants may provide informal feedback by speaking with their Club Committee member and/or teacher. Informal feedback will be dealt with at Club level, unless it requires escalation to the CEO.
- Individual members/participants may provide formal feedback by sending an email to the CEO or person delegated by the CEO. Formal feedback will receive written or verbal acknowledgement, and appropriate action.

Compliments and Complaints Register

The CEO, or person delegated by the CEO, will be responsible for receiving and making a record of formal feedback. Formal feedback will be recorded in the Compliments and Complaints Register.

The CEO, or person delegated by the CEO, will be responsible for reviewing feedback records and identifying any action as and when required. The organisation will seek feedback from members/participants via a biannual survey administered by the CEO, or person delegated by the CEO, or at the annual Rainbow Connect.