

UMSU Legal Service

Client Feedback Policy

Policy number: 011	Date adopted: 10.11.2016	
Authorised by: Phoebe Churches, Manager, Advocacy & Legal		
Date last reviewed: 10.11.2016	Reviewed by: A & L SAG	Date of next review: 10.11.2017
Policy context: This policy relates to:		
Standards or other external requirements		
UMSU standards	Complaints Policy	
Legislation or other requirements	<u>Legal Profession Uniform Law Application Act 2014 (Vic)</u> <u>Legal Profession Uniform General Rules 2015</u> <u>Legal Profession Uniform Law Australian Solicitors' Conduct Rules 2015</u> <u>Legal Profession Uniform Legal Practice (Solicitors) Rules 2015</u>	

POLICY STATEMENT

The Legal Service actively seeks the input of clients and stakeholders and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities. The organisation will:

- foster a service culture that encourages open and honest communication
- inform clients about the standard of service they can expect
- protect the right of clients and stakeholders to provide feedback and to make complaints about service delivery
- encourage and make it easy for people to provide feedback
- provide anonymity to people providing feedback
- record and analyse information arising from feedback and use it to improve services

PROCEDURES

Encouraging client and stakeholder feedback

Staff members and volunteers will be responsible for ensuring that clients and stakeholders are informed of what they can expect from the service and how they may provide feedback. Information will be provided to clients and stakeholders by:

- providing annual reports, SAG meeting minutes and policy documents on the web page;
- conducting presentations on specific services offered by the Legal Service.

All staff and volunteers working with clients and stakeholders are responsible for ensuring they are familiar with the procedures for clients and stakeholders to provide feedback, and for:

- accepting and reporting informal feedback;
- offering clients an opportunity to provide formal feedback when appropriate.

Initiating and collecting client and stakeholder feedback

Feedback may be provided by individual clients and stakeholders on their initiative or in response to requests from the Legal Service.

Individual clients and stakeholders may provide feedback:

- by contacting the Legal Service via mail, telephone, fax or email;
- during presentations conducted by the Legal Service;

- during client interviews in person or via telephone.

Any staff members and volunteers are responsible for receiving and making a record of feedback. Staff members and volunteers must record any feedback received in the Client Feedback Register (CFR) at least weekly or in the Complaints Register¹ as required.

The Principal Solicitor is responsible for reviewing the CFR monthly and identifying any action required.

The Legal Service will seek feedback from clients and stakeholders by:

- accepting written feedback in response to print or online media and requests; feedback will be recorded in CFR by any member of staff/volunteer receiving the written feedback; the Principal Solicitor will manage the CFR;
- accepting verbal feedback during client interaction; feedback will be recorded in the CFR by any member of staff/volunteer receiving the informal verbal feedback; the Principal Solicitor will manage the CFR;
- randomly selecting clients and stakeholders to participate in a written client satisfaction survey at least once annually; the results of the client surveys will be collected by any member of staff or volunteer conducting the survey; the coordinator will analyse collected results.

Using feedback for service improvement

The Principal Solicitor is responsible for maintaining and managing the CFR.

The Principal Solicitor is responsible for preparing a report on client feedback trends at least once annually to staff members and the SAG.

Results of client and stakeholder feedback will be reviewed by staff members and the SAG and used to:

- inform service planning by including a review of client and stakeholder feedback in all service planning, monitoring and evaluation activities;
- inform decision making by including a report on client and stakeholder feedback as a standard item on staff and management meeting agendas.

DOCUMENTS

Documents related to this policy	
Related policies	Code of Conduct Policy
Forms or other organisational documents	Legal Service Charter Complaints Register Feedback Form Complaints Form
Policy review frequency: Annually	Responsibility for review: A & L SAG
<p>Review process: The Advocacy & Legal Student Advisory Group in conjunction with the Principal Solicitor has responsibility for leading the review of this policy. The process for reviewing the policy includes:</p> <ul style="list-style-type: none"> • Assessment of policy implementation to date; • Those covered by the policy are provided with the opportunity to give feedback; • All feedback and suggestions will be considered by the review of the policy; • Proposed changes will be presented to UMSU staff to achieve consensus; 	

¹ Refer to Complaints Policy

- A & L SAG will endorse the finalised policy; and
- The policy will be available on the Legal Services web page.