

Client Feedback Policy

Policy Context	
External Standards	CLCA National Accreditation Standards: 17 The Australian Financial Counselling Code of Ethical Practice
Legislation	<i>Legal Profession Uniform Law Application Act 2014 (Vic)</i> <i>Legal Profession Uniform General Rules 2015</i> <i>Legal Profession Uniform Law Australian Solicitors' Conduct Rules 2015</i> <i>Legal Profession Uniform Legal Practice (Solicitors) Rules 2015</i>
Related Documents	
Related Legal Service Policies	Legal Service Charter Client Complaints Policy Privacy and Confidentiality Policy
Related UMSU Policies	Complaints Policy
Related UoM Policies	N/A
Related Organisational Forms	Client Feedback and Complaints Register (CFR) Exit Survey

1 Policy Statement

The University of Melbourne Student Union Legal Service (Legal Service) actively seeks the input of clients and stakeholders and encourages them to provide feedback, both positive and negative, to monitor the performance of the Legal Service and as a source of ideas for improving services and activities.

The Legal Service 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; and
- record and analyse information arising from feedback and use it to improve services.

2 Encouraging Client and Stakeholder Feedback

Staff members and volunteers are responsible for ensuring that clients and stakeholders are informed of what they can expect from the Legal Service and how they may provide feedback.

Information about the Legal Service will be provided to clients and stakeholders by:

- publishing key documents explaining our services on our website (e.g. Legal Service Charter and Annual Reports); and

- delivering presentations on the 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; and
- subject to the direction of the Responsible Person, offering clients an opportunity to provide formal feedback.

2.1 Initiating and Collecting Client and Stakeholder Feedback

Feedback may be provided by clients and stakeholders on their initiative at any time or in response to specific requests from the Responsible Person or Manager, Advocacy and Legal.

Regardless of whether the feedback was written, verbal, requested, or unprompted, all staff members and volunteers must ensure that feedback they receive is recorded promptly in the Client Feedback and Complaints Register (CFR).

The Legal Service may ask clients to complete an Exit Survey at the conclusion of their retainer with the Legal Service.

At least annually, the Legal Service will randomly select clients to participate in a client satisfaction survey. The results of which will be analysed by the Manager, Advocacy & Legal.

3 Using Feedback for Service Improvement

The Responsible Person and the Manager, Advocacy & Legal are jointly responsible for maintaining and managing the CFR.

The Responsible Person and the Manager, Advocacy & Legal will regularly review the CFR to identify any action required. Additionally, on an annual basis, they will produce a report on client feedback trends which will be presented to staff and used to:

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

Policy Review			
Review Responsibility	Responsible Person and Manager, Advocacy & Legal		
Review Process	The process for reviewing this Policy includes: • assessment of Policy implementation to date; • all feedback and suggestions will be considered by the reviewer of the Policy; • consideration of any other matters deemed relevant by the reviewers; and • proposed changes will be presented to Legal Service staff for comment.		
Review Frequency	Every 2 years	Date Approved	February 2026

Change History	
February 2026	Clarify roles and responsibilities. Included a process to conduct an exit survey at the conclusion of the Legal Service's retainer. Updating formatting.