

Feedback Policy

Vivir is dedicated to providing a professional, high quality service to all clients. Vivir has a commitment to seek and utilise all feedback to provide a framework to improve services to enhance clients outcomes. We have provided a simple, single touch point feedback process to make it easy for clients, their families and support people to provide valued feedback.

Policy

- The provision of feedback is both encouraged and welcomed
- Feedback can be provided by clients, their families, advocates, support people and legal guardians
- The provision of feedback provided can be positive or negative
- Feedback can be related to Vivir staff, support and administration staff and Vivir processes
- All feedback will be received without risk of fear of retribution or loss of services to the person providing feedback
- All feedback provided will be treated with respect and confidentiality
- Vivir will provide a response to feedback within 48 business hours
- Complaints will be resolved. Serious or unresolved complaints will be escalated as per the complaints policy
- Feedback can be provided by contacting Vivir Healthcare on 1300 184 847
- Feedback can be provided in writing via feedback@vivir.com.au or heading to our website www.vivir.com.au and completing a feedback form.
- Feedback can also be provided face to face with the clinician or Vivir Staff person

Date	02/12/2019
Review Date	02/12/2020
Team Responsible	Operations