

# FEEDBACK PROCESS

## TYPE OF FEEDBACK

### Service Delivery

Where services are not delivered in accordance with the Client Service Agreement

### Code of Conduct

Where an RBS employee's behaviour is not in accordance with the RBS Code of Conduct

### Breach of Privacy

Where the privacy of personal information has been breached

### Compliment

Where positive feedback about services or behaviour is formally expressed

## How to access feedback / complaints process

RBS employment contract (Grievance) Policies and Procedures Manual

RFCS/SBFC/LIS Client Service Agreement

RBS website

## Options to provide feedback or complaints

In writing to the Chief Executive by mail, email, website form

By phone to the Chief Executive 1800 836 211

Complaints regarding the Chief Executive in writing marked 'Confidential' to the Board Chair by mail, email, website form

## Received by Board Secretary

Maintain register of feedback and complaints

Acknowledge receipt (if required)

Forward to Chief Executive for investigation (or Board Chair as required)

## Investigation and Resolution

Respond within 7 days (Request additional time if required)

If issue is resolved, close out the complaint

If issue is not able to be resolved by RBS, escalate to appropriate authority

## Escalation

RFCS/SBFC complaints to the Department of Agriculture

Small Business Fire Recovery complaints to the Department of Innovation and Skills

LIS complaints to the Department for Energy and Mining

Privacy or Data Security complaints to Office of the Australian Information Commissioner

Other Regulatory bodies Australian Charities and Not-for-Profits Commission

**Rural Business Support**

**ruralbusinesssupport.org.au FREECALL 1800 836 211**

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