Service Feedback and Complaints Policy

IBPF regularly seeks and, in conjunction with individuals, families, friends, carers and advocates, reviews feedback on service provision as part of continuous improvement.

Customer Satisfaction Monitoring
IBPF encourages client feedback on their experience with our services and uses this to continually improve to plan, deliver and review services for individuals and the community.

- Feedback from service users is most commonly shared with Therapists & Front Office Staff. These statements, comments and suggestions are transcribed and documented. Team Coordinators monitor and review this feedback on a daily basis, and actions are determined by the Director of IBPF
- IBPF staff are reminded on a daily basis (Front Office Checklist) to continually add to this data collection.
- IBPF maintains a presence on social media to ensure transparency of service delivery, and monitors feedback through these mediums.
- If a particular system or service requires specific feedback and review, IBPF have existing systems and templates in place to implement (e.g. Mail Chimp via email contacts, Hard Copy Paper Form for face-to-face contact, website anonymous feedback).
- **Money Back Guarantee:** If a client is not happy with our service at any time – **LET US KNOW** – our director will contact you personally, **refund any money you paid for that session and give the next one FREE.**

Complaints
Clients, families, friends, carers and advocates are actively supported to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences.

Feedback mechanisms including complaints resolution will be clearly communicated verbally and in writing.

Clients can access the following avenues for making service complaints;

- Discussion with their assigned Navigator/Therapist/Trainer
- Discussion with the Director
- Discussion with Front Office Staff
- Virtual Form via IBPF Website
- Direct email to reception@ibpf.com
- Hard copy Feedback and Complaints Form located at Reception

Complaints are resolved together with the individual, family, friends, carer or advocate in a proactive and timely manner.