

FECCA checklist for CALD-friendly feedback and complaints mechanisms

- Is information about how to make complaints and provide feedback available in plain English, other languages and in a variety of formats?
- Can feedback and complaints be provided through multiple *methods* (voice, private and/or third party)?
- Can feedback and complaints be provided through multiple *channels* (online, in person, by phone, in writing)?
- Are staff trained to assist CALD consumers to make complaints / provide feedback?
- Does your organisation have bilingual or bi-cultural staff who can assist CALD Australians in providing feedback or making complaints?
- Are staff aware of the Translating and Interpreting Service (TIS) and trained to deal with complaints made with the assistance of TIS interpreters?
- Does your organisation provide a safe, anonymous means for providing feedback and complaints?
- Does your organisation engage with advocacy groups representing CALD Australians?
- Does your organisation provide clear information on available remedies for service failure (and the limitations of those remedies) to consumers?
- Do you capture data on CALD consumers providing feedback or complaints? Is this data used to better understand and improve performance?
- Can you provide examples of where feedback and / or complaints from CALD consumers has improved service provision?
- Does your organisation have a policy or framework in place for supporting CALD consumers that references inclusive feedback and complaints mechanism?