

QB Feedback Policy

Explanation

As the QB Movement continues to move forward pursuing the decisions of its members, the Board recognises that we need a clear structure for receiving feedback so that every member knows what to do if they want to provide feedback or raise a complaint.

At the moment, some members ring or email the Director of Services, some contact the Director of the Movement, some talk to their Regional Minister or a QB Services staff member, some write directly to the Board, and many probably don't provide feedback because they don't know the best process for this.

In order to bring greater system and confidence to our feedback process, the QB Board suggests the following policy.

Please note:

1. This policy is for serious feedback or complaint that requires a formal response. Many issues are best handled in an informal manner as at present.
2. Following this policy will give the greatest chance that the feedback/complaint will be handled in an effective and timely manner.
3. This is not an attempt to restrict feedback but to handle it better. Members may choose to ignore this best-practice policy if they choose and the QB Movement will still attempt to process the feedback, but the outcome will not be as efficient.

Best Practice QB Feedback (including Complaints) Policy

1. Send a hard or digital copy of your feedback/complaint to the Director of QB Services.
2. Within a week, the Director of QB Services will direct the feedback/complaint to the appropriate person or group in QB and inform you of where it has gone and why. This could include: the Director of QB Services, a QB Services team member, Ministerial Services, the Professional Standards Officer, or the QB Board.
3. Within two months, you will receive a written response to the feedback/complaint from the appropriate person or group.
4. If you want to appeal the response or a response is not forthcoming, you may appeal to the Director of the QB Movement who will respond within a month. On matters deemed to involve the QB Board, the Director of the QB Movement will direct the feedback/complaint to the QB Board for a decision.

5. After following this procedure, serious unresolved complaints can be addressed to the QB Board (see B20.1 In the QB Constitution) or taken to the QB Assembly through the process outlined in the QB Constitution (B21).