

## Complaints Management and Dispute Resolution Policy

### Purpose

The Complaints Management and Dispute Resolution Policy details the major components of the management of feedback. The components include the receipt, management and determination of all customer feedback.

### Definition of complaint

A complaint is:

Any expression of dissatisfaction or concern made to an organisation by, or on behalf of, an individual client – including government agencies – group or member of the public, that relates to the organisation's products or services, or the performance, behaviour and conduct of staff, or the complaints handling process itself.

A complaint may be made in person, by phone, fax, email or in writing.

### Principles of effective complaints management

The customer complaint policy is based on the following principles:

- customers should be encouraged to voice their concerns at the point of service as soon as they feel unsatisfied. Staff may then be able to resolve the matter without delay;
- wherever possible, complaints should be resolved at the point from which they originate; and
- information about how and where to complain should be well publicised to customers, personnel and other interested parties.

## Objectivity

Each complainant should be addressed in an equitable, objective and unbiased manner through the complaints handling process. The principles of objectivity include:

- Openness; to ensure both personnel and complainants understand the complaints handling process.
- Impartiality; to ensure a balanced consideration of all information/evidence is undertaken before a complaint can be resolved without fear or favour.
- Confidentiality; to ensure the complainants and customer's identities are protected.
- Accessibility; to ensure all parties concerned are aware of the complaints handling process and the lodged complaints progress.
- Completeness; to ensure all available information/evidence has been collected from both sides.
- Equity: to ensure equal treatment to all people.
- Sensitivity; to ensure each case is considered on its merits, paying due care to individual differences and needs.

## Policy

### Customer rights

Where a customer raises a complaint, they have the right to have that complaint:

- received and addressed in strict confidence;
- addressed in a spirit of helpful cooperation and sensitivity; and
- resolved promptly.

To assist in achieving this, complaints will be kept separate from other records held by Savage Consulting Pty Ltd and information that would identify complainants will not be released in individual or aggregated form to anyone not involved in the customer complaint procedure without prior written permission from the Managing Director.

When a complaint cannot be resolved to the satisfaction of the complainant, customers have the right to be referred to an external body.

### Staff rights

The Complaints Management and Dispute Resolution Policy is designed to identify opportunities for improving customer satisfaction with the delivery of products and services and enhance the customer/provider relationship. However, it is recognised that complaints will sometimes name individual staff. Staff have certain rights, including the right to appropriate feedback and communication on work performance, fair and consistent treatment and reasonable avenues of redress. These rights are to be respected at all times, particularly in complaints where staff are cited.

## **Specific responsibilities**

### **All staff**

- are responsible for receiving customer feedback;
- are to give priority to assist in the resolution of customer complaints. They will resolve minor verbal complaints where appropriate or refer more serious verbal or written complaints directly to the Managing Director; and
- shall record the details of minor verbal complaints received and resolved and send to the Managing Director.

### **Managing director**

- will take overall responsibility for any complaints.