

# COMPLAINTS MANAGEMENT POLICY

## Introduction

The Professionals Platinum Complaints Management Policy establishes procedures that deliver a mechanism by which all clients and members of the public are able to express their views.

We are open and responsive to receiving feedback whether as a complaint, question, comment or compliment.

## Scope

This policy applies to all staff, regardless of classification and status of employment, in relation to complaints and feedback about services provided to our clients.

## Purpose

The purpose of this policy is to:

- document the position of Professionals Platinum in relation to complaints management
- provide a friendly and flexible avenue for client communication, feedback and complaint handling
- ensure that complaints are dealt with in a fair, unbiased, timely and confidential manner
- enable Professionals Platinum to use the data and information received to understand the needs of our clients and improve service satisfaction.

## Commitment

Professionals Platinum is committed to:

- recognising a client's right to make complaints, comments or suggestions about the standard and quality of services provided
- providing an efficient, fair and accessible mechanism for resolving complaints
- ensuring that all complaints are heard and equitably resolved as soon as possible
- monitoring complaints to improve the quality of services
- providing clients with information about the complaint management process
- promoting a positive attitude towards resolving complaints

# Principles

Professionals Platinum demonstrates its commitment to providing an effective complaint management system by adopting the following principles:

**Customer focus** – Professionals Platinum is committed to effective complaint management and values feedback through complaints.

**Visibility** – information about how and where to complain is well publicised to clients. We do this by providing a link to ‘complaints’ on our website.

**Accessibility** – the process for making a complaint is easy to access and use.

**Responsiveness** – receipt of complaints are acknowledged to the complainant within three (3) working days and the complainant is kept informed throughout the process.

**Objectivity and fairness** – complaints are dealt with in an equitable, objective and unbiased manner.

**Confidentiality** – personal information collected in relation to a complaint is confidential and only used for the purposes of addressing the complaint and any follow up actions.

**Remedy** – if a complaint is upheld, the organisation provides a remedy.

**Review** - there are opportunities for review and/or appeal about the organisation’s response to the complaint, and complainants are informed about these avenues.

**Accountability** – complaint management processes are clearly established and complaints and responses to them are recorded, monitored and reported to management.

**Continuous Improvement** – complaint data will be analysed to identify and address recurring or systemic issues and used to improve service satisfaction and performance.

## Responding to Complaints

A complaint can be made [in person, by phone, by email or in writing](#).

When a complaint is received we will:

- attempt to resolve the complaint by talking to the relevant officer or business area, or if this is not satisfactory refer the complaint to the relevant manager
- acknowledge receipt of the complaint within three (3) working days
- where a complaint is not fully understood, telephone the complainant to ensure we understand the issue correctly
- aim to resolve the complaint and respond to the complainant within:
  - 7 working days for minor complaints
  - 21 days for more complex complaints
- where timeframes cannot be met the complainant will be contacted to negotiate a revised response date and provide reasons for the delay.

Professionals Platinum is committed to achieving the best possible outcomes for all complainants while we endeavour to resolve all complaints in an unbiased, fair and timely manner.

Anonymous complaints will be accepted and assessed, but it should be noted these may be difficult to investigate due to lack of information.

**\*\*Vexatious, trivial or previously finalised issues will not be pursued.**

# Costs associated with the lodgement of a complaint

There is no charge or fee applied for the lodgement of a complaint.

## Recording complaint information

- Complaint data will be recorded on our Complaints Management Register.

## Accountability and continuous improvement

- Information from the Complaints Management Register will be regularly reviewed and analysed to assess its efficiency and effectiveness.
- Any actual or proposed improvements to services and programs will be followed up and acted on.

## Policy review

This policy (and associated internal procedures) will be reviewed annually to ensure it meets the needs of Professionals Platinum and its clients.