

Operational Policy: Service Delivery	
7.6	Customer Complaints
Version: 1	March 2022

7.6 Customer Complaints Policy

1.0 Policy Statement

Solve-TAD is committed to ensuring that all who approach the organisation receive the highest standard of service and welcomes the expression of customer feedback as a means of ensuring services are high quality and responsive to the needs of customers. This policy is based on seven principles:

1. **Commitment**

Solve-TAD are committed to resolving complaints and have a culture that recognises an individual's right to complain. We value complaints and recognise them as being part of our business of serving our communities and improving service delivery.

2. **Accessibility**

People with a range of needs can easily make a complaint and Solve-TAD staff actively assist them to navigate the complaints process. Solve-TAD will ensure that information about how to make a complaint is accessible to customers with disability and with limited English language and literacy skills.

3. **Transparency**

Solve-TAD make it clear how and to whom customers can make a complaint, and how the complaint will be handled. The steps taken to respond to a complaint are recorded and will stand up to scrutiny.

4. **Objectivity and fairness**

Complaints are dealt with courteously, impartially, within established timeframes and are assessed on merit. Solve-TAD acknowledges that customers have a right to have an advocate of their choice involved in any complaints process.

5. **Privacy**

Complaint information is handled according to privacy laws and other relevant legislation. Solve-TAD provide clear information about how we handle personal information. Complaint data is de-identified if reported on more widely.

6. **Accountability**

Solve-TAD are accountable internally and externally for our decision making and complaint handling performance. We provide explanations and reasons for decisions and ensure that our decisions are subject to appropriate review processes.

7. **Continuous improvement**

Acting on, learning from and using complaint data helps Solve-TAD identify problems and improve services. Solve-TAD is committed to an annual review of customers' complaints to ensure the organisation is both responsive to customers' and has dealt with complaints within the framework of this policy and the associated procedure.

Solve-TAD also recognises the right of NDIS participants to escalate their complaints to the NDIS Commission, NDIA or any other external body if they are not satisfied with Solve-TAD's resolution of their complaint.

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2.0 Purpose

The purpose of this policy is to demonstrate Solve-TAD's commitment to the right of customers to make complaints about its services, practices and decisions, and to manage the complaints in an accountable, respectful, transparent, timely and meaningful way.

3.0 Definitions

Customer: Any person who makes a request to Solve-TAD for a service or is a referrer or advocate for a person with a disability.

Complaint: An expression of dissatisfaction made to or about Solve-TAD regarding its workforce, services or products that warrants response resolution.

Complainant: is a, customer, advocate, entity or member of the public who expresses their dissatisfaction about Solve-TAD to either the organization itself or an external body.

Escalation: is the process of reporting complaints to the NDIS Commission, NDIA or other external body if the complainant is not satisfied with Solve-TAD's resolution of their complaint.

Verbal Complaint: Complaint made in person, and resolved between parties without implementing the formal complaint process.

Formal Complaint: A Complaint which is unable to be resolved through verbal communication so is escalated to the formal complaint process.

4.0 Training and Education

All workers will be educated about this policy during induction and yearly refresher training will be provided. Training and education is important to ensure workers in our organisation understand their obligation in regards to managing complaints.

5.0 Management

All verbal and formal complaints will be managed following:

7.6.1 – Customer Complaint Management Procedure

6.0 Responsibilities

It is the responsibility of the **CEO** to ensure that:

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- all staff are aware of, and understand their responsibilities, in relation to Solve-TAD's customer complaints policy, and are familiar with the customer complaints procedures,
- all customers are aware of their rights and their entitlement to express feedback on Solve-TAD's standard of service,
- all customer complaints are dealt with in accordance with the procedures attached to this policy,
- the complaints process is regularly reviewed to assess Solve-TAD's responsiveness to customers' needs.

It is the responsibility of the **Customer Service Manager** to maintain a register of complaints and conduct an annual review of complaints, to ensure process has been followed, complaints resolved and continuous improvement of Solve-TAD's service.

It is the responsibility of all **employees** to ensure that:

- they understand and are committed to the rights and entitlement of all customers to express feedback on Solve-TAD's standard of service,
- they immediately report complaints.

7.0 Communication

Communication about this policy should be implemented in a way that suits each person with regard to their cultural background e.g. use of an interpreter or easy to read documents.

This policy should be made available to all stakeholders through the Solve-TAD Website.

8.0 Policy Review

This policy will be reviewed in consultation with participants, their families and carers, staff and volunteers every 3 years or as legislation and policy changes dictate.

9.0 Legislative Context

The following Federal and State laws apply:

National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

Privacy Act 1988 (Federal)

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Update History	Actions
21/03/2022	Policy Developed

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