

POL-16	WIDE BAY GROUP TRAINING SCHEME LTD	Issued: 31/01/07
Reviewed: 01/08	COMPLAINTS & COMPLIMENTS HANDLING POLICY	Approved: 31/1/07
Scheduled Review Date: 01/09	Policy Area: HRM	

Purpose:

To outline the process to be followed by WBGT employees in handling complaints, compliments and suggestions from individuals and organizations who have dealings with WBGT.

To ensure complaints are resolved in a professional and timely manner.

To comply with the National Standards for Group Training Organisations No 1.4 which requires that a GTO shall make publicly available and document of the service level requirements for staff providing group training services to apprentices, trainees and employers, including information from its policy on complaints handling and resolution, and shall keep records of each complaint and its resolution.

Scope:

All WBGT employees.

To be read in conjunction with the WBGT Privacy Policy.

Principles:

Complaints are an indication of an opportunity to improve or clarify some part of our way of doing business. Compliments can confirm good performance but may also highlight an opportunity for further improvement or sharing.

The systematic collection and classification of data will allow corrective action and system faults to be rectified or improved and may form part of future strategic planning or risk management practices.

A standardised approach means that complaints can be dealt with in an efficient manner.

As complaints or compliments are direct feedback on performance or perceptions of performance of WBGT, there needs to be high level accountability for screening, follow-up and evaluation of remedial action.

People who make complaints have the right to be taken seriously, treated with respect and to receive feedback within a reasonable timeframe without breaching legal responsibilities such as the Privacy Act.

Complaints, compliments and suggestions are to be recorded along with any action taken and outcomes.

All staff are responsible for taking and where appropriate resolving complaints.

Procedure:

All complaints or compliments, whether verbal or written, are to be recorded in a register held by the Administration Manager Operations (currently Laurel Adams).

Where a complaint concerns a particular host employer, trainee or apprentice and it is in writing, a copy of the complaint along with the action taken and the outcome is to be lodged on the hard copy file held in head office.

Verbal complaints received at local office are to be resolved at the local office level where it is possible and appropriate to do so. The complaint, the action taken and the outcome is to be recorded on the Golden West system where it relates to a trainee or apprentice. The appropriate Manager is also to be notified by email of each complaint received at regional offices within 2 working days of receipt along with follow up email advice of action taken and outcome. This is intended to create a permanent record and allow trend analysis over time.

Where the complaint is of a major nature or cannot be resolved at the regional office level or by the head office staff receiving the complaint, it is to be escalated to the appropriate head office Manager without delay. The Manager will immediately advise the General Manager of any complaints received. Major organisational level complaints may need to be handled by the General Manager.

All complaints and compliments are to be forwarded immediately to the Administration Manager Trainees and Apprentices (currently Laurel Adams) for recording as part of quality assurance. Information regarding the progress and outcome of the complaint are to be forward as the issue is resolved so there is a complete record of the event in one location. This will enable a trend and history of complaints and compliments to be constructed for management analysis.

The Administration Manager T&A will maintain a database of complaints by source, type, location, employment status, industry and outcome with dates so as to be able to supply a quarterly summary to the General Manager. Where the complaint leads to a system improvement or remedial action, this is to be recorded in the register.

All complaints are to be acknowledged immediately where possible but within 5 working days by letter or phone call by the Manager. It is expected that all complaints will be finalised within one month or further communication with the complaint to advise of progress will occur. In other words complaints are to be given the highest priority for resolution.

The complaint will be advised of the outcome within reason and in accordance with legislative guidelines such as the Privacy Act.

Tips for Handling Complaints:

- Receive and acknowledge the compliant with empathy and tact but do not lay blame, become defensive or make judgments.
- Identify yourself and your position.
- Answer each call in a positive and courteous way.

- Listen to what the client is saying.
- Restate what they are saying to clarify you are recording it accurately.
- Write down the complaint, if possible as it is being made. If circumstances do not permit immediate recording, write down the details as soon as possible – do not rely on memory.
- Record the time, date, means (e.g. phone) and location where the complaint was made.
- Record what has been said including all traceable detail e.g. name, dates.
- Make sure you have clearly identified the complaint by repeating back your understanding of the situation.
- Make sure you get the name and contact details of the complainant.
- Explaining what action you intend to take e.g. the matter will be referred to ‘name and position’ will call you back within ‘timeframe’.
- If you can resolve the complaint immediately and it is appropriate then please do so.
- Record in the complaints register.
- Advise your immediate Manager and forward by email to your Manager with a copy to Quality Manager a record of the complaint including the details as per the above.