



# RAIEBURN CALISTHENICS INC

## Compliment and Complaint Management Policy

### Policy statement

Compliments, complaints and other forms of feedback provide valuable information on levels of satisfaction and provide our club with an opportunity to improve upon all aspects of service.

Feedback is taken seriously and will be used as an opportunity for improvement.

We will aim to resolve complaints at the earliest opportunity in a respectful way that values the person's feedback, ensuring every matter is treated with the utmost confidence.

Raieburn Calisthenics Inc goal is to ensure a responsive, efficient, effective and fair complaint management system.

### Definitions

*Complaint – Australian Standard AS/NZS ISO 10002:2014 Guidelines for Complaints Management in Organisations* defines a complaint as an 'expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required'.

Compliment – a compliment is an expression of praise, encouragement or gratitude about a service that is funded, regulated or provided. It may be about an individual staff member, a team or a service.

## **Guiding principles**

An effective feedback, compliment and complaint handling system addresses the principles of visibility and accessibility, responsiveness, assessment and investigation, feedback, improvement focussed and service excellence.

An approach to compliments and complaints management supports:

- people understanding their rights and responsibilities
- information on the compliment and complaint management process being easily accessible
- increased satisfaction of our students and families in the management of their compliments and complaints
- the recording of data to identify emerging and existing trends or systemic issues
- coaching staff and committee to demonstrate an awareness of feedback, compliment and complaint management processes
- coaching staff and committee to develop the range of skills and capabilities required to manage compliments, complaints and feedback
- an organisational culture that is focused on effective, person-centred complaints resolution and utilising feedback for continuous improvement.

## **Visibility and accessibility**

The compliments and complaints management process will be visible and accessible to individuals and:

- explain how and where to make a compliment or complaint, including an anonymous complaint
- ensure the website and service sites have information on how to lodge a compliment or complaint
- explain alternative complaint resolution pathways when the complaint is first lodged and when it is closed
- explain how our club will manage a complaint and the expected timeframe for resolution

## **Responsiveness**

The compliments and complaints management process will be responsive and provide strategies to:

- inform and train coaching staff and committee to use the compliments and complaint management system
- support the individual to seek the most appropriate resolution
- ensure there is clarity about the requested outcome
- provide a respectful, valuing and informative acknowledgement
- actively listen, empathising and acknowledge the complaint
- monitor timeframes for resolution
- communicate with all relevant parties about the progress of the resolution of the complaint

## **Assessment and investigation**

The compliments and complaints management process will have mechanisms to:

- assess complaints for severity, safety, complexity, impact and the need for immediate action
- collect adequate and appropriate information
- protect the privacy and confidentiality of the information
- determine who and at what level the complaint should be dealt with
- enable complaints to be considered independently, fairly and objectively.

## **Feedback**

The compliments and complaints management process will provide mechanisms and strategies to:

- explain what happened and why, what will be done to fix the issue, and who will do it, how we will communicate our progress and how we will check things are on track
- explain the reasons for the decision
- provide an apology where the organisation has failed to meet its obligations
- where an apology is provided, ensure it is sincere, and accepts responsibility for what occurred and the impact
- explain the circumstances without making excuses, and summarise the key actions that will be taken
- provide regular updates to the complainant if the resolution is delayed
- notify the complainant of alternative complaint resolution pathways and review mechanisms
- follow up with complainants to determine the effectiveness of the outcome, where appropriate.

## **Improvement focussed**

The complaint management system will provide mechanisms and strategies to gather and record feedback and other information to:

- meet any statutory, policy or procedural reporting requirements
- improve the training and capabilities of complaint management with coaches and committee
- analyse the complaint data and identify complaint trends for performance improvement
- monitor the time taken to resolve complaints.

## **Service excellence**

The compliment and complaint management system and resolution process are a part of a quality culture where compliments and complaints are an opportunity for improvement through:

- positive attitudes towards dealing with feedback, compliments and complaints and respect for the person who has raised the matters
- values that reinforce the commitment of our club to quality service delivery and encouragement for provision of feedback on what is and what isn't working
- a clear statement that no one will be adversely affected as a result of making a complaint or a complaint being made on their behalf
- a policy that enables the compliment and complaint management system to address and investigate issues relating to all members of our club, including but not limited to coaches, assistants, executive and general committee members, students and their families.
- a commitment by the organisation's leadership to an effective compliments and complaints management process as part of a quality improvement framework.

## **Compliment and complaint management process**

The compliment and complaint management process can be simplified into five steps:

1. Receive
2. Record
3. Acknowledge
4. Resolve
5. Communicate resolution.

### **1. Receive**

- Listen – openly to the concerns being raised by the complainant.
- Ask – the complainant what outcome they are seeking.
- Inform – the complainant clearly of the complaint process, the time the process takes and set realistic expectations.
- Accountable – be empathic towards the affected person and action all commitments made.
- Assess – create a prioritisation framework to identify situations which pose an immediate threat or danger or require a specialised response.
- Refer to the Compliment and complaint form template to assist in recording key information at the time of first contact.

### **2. Record**

- Record – all information that is relevant to the compliment or complaint, in its original and simplest form.

### **3. Acknowledge**

- Acknowledge – receipt of the complaint early to build a relationship of trust and confidence with the person who raised the complaint.
- Anonymity – a person may request to remain anonymous in their lodgement and therefore contact may not be possible or expected.
- Desired outcomes – provide realistic expectations and refer the matter to other organisations where identified as being more suitable to handle.
- Conflict of interest – avoid this by appointing a person unrelated to the matter as an investigator.
- Timeframes and expectations – provide these to the complainant where possible.

### **4. Resolve**

- Involve the complainant – keep them informed of the progress of the complaint and discuss any disparities identified in the information held.
- Additional information – request when required but apply a timeframe that limits when it is to be provided.
- Extensions in time – consider only where necessary and always communicate any additional time requirements to the complainant with an explanation of the need.
- Record – continue to record all decisions or actions of the complaint investigation in the compliment and complaint management system.
- Focus – when investigating, focus on the identified complaint matters only. A complaint is not an opportunity to review the whole case.

### **5. Communicate resolution**

- Outcome – Where possible, discuss the outcome verbally with the complainant before providing written advice and allow them the opportunity to make further contact following receipt of the written advice.
- Recourse – include what further action may be available to the complainant at the conclusion of the complaint investigation. An action of recourse may be to escalate the matter further with an external agency or for a further review within the organisation.
- Further reviews – providing a minimum of one further review will enable the first investigation to be reviewed for soundness and allow additional information not available in the first complaint to be included.
- Opportunities – develop a mechanism or process by which complaint outcomes can be relayed to the appropriate area within the organisation for action to improve service delivery.
- Feedback – develop a process that allows for a review of the complainant's experience of the complaints process by encouraging and enabling feedback on how the process by which their complaint was dealt with.
- Support – is available from the Calisthenics Victoria in the form of advice and resources to support receiving and managing compliments and complaints.

### **REVIEWING THIS POLICY**

This Policy will be reviewed every two years.

### **LAST REVIEWED**

January 2019