

1.0 Compliments and complaints

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1.1 Policy

Policy statement	Compliments and complaints provide valuable feedback about the services we provide to external clients. Protective Group acknowledges the right of our clients to express their opinion verbally or in writing about the service/s they receive from us. All feedback received is used to continually improve the quality, delivery and effectiveness of our services. Protective Group aims to resolve any complaints received in a timely, fair and respectful way.
Scope	Applies to all services provided by Protective Group and its companies to or via external parties at any point of engagement on the continuum- from initial enquiry to end of service.
Guiding principles	<p>The following principles guide this policy</p> <ol style="list-style-type: none"> 1. <i>Accessibility and responsiveness</i> Feedback of any kind and in any format is valued and responded to accordingly. Protective Group are committed to resolving any complaints in a fair and timely way. 2. <i>Assessment & investigation</i> Confidentiality is maintained throughout the complaints resolution process. The assessment and investigation process is underpinned by our commitment to active listening, procedural fairness and reasonable timeframes for resolution. 3. <i>Feedback</i> Communication with complainants or persons/organisations giving compliments is timely, open and respectful. 4. <i>Service excellence</i> Protective Group acknowledge that compliments and complaints are vital in helping to shape the development of the organisation and its services. The learnings from complaints investigation processes and outcomes contribute to the organisation's continuous improvement and quality assurance system.
Definitions	<p><i>Compliment:</i> a compliment is an expression of praise, encouragement or gratitude about a service provided. It may be about an individual staff member or the service.</p> <p><i>Complaint:</i> Australian Standard AS/NZS ISO 10002:2014 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'.</p> <p><i>Feedback:</i> Any information, opinion or comment regarding the organisation, its services or representatives (staff, contractors).</p> <p><i>Client:</i> any organisation or individual who enquires about, requests or receives our services</p>
Related documents	<ul style="list-style-type: none"> 1.2 Compliments and complaints procedure 1.3 Compliments and complaints form 2.0 Privacy policy

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1.2 Procedure

The compliments and complaint management process has five key steps:

1. Receive	<p>Compliments or complaints can be received verbally or via the Protective Group Compliments and complaints form (1.3) by calling (03) 9699 4257, contacting referrals@protectivegroup.com.au or at www.protectivegroup.com.au</p> <p>Compliments:</p> <ul style="list-style-type: none"> • are to be documented in the 'Feedback folder' • a copy provided to the Directors <p>Complaints:</p> <p><i>Protective Group representatives will</i></p> <ul style="list-style-type: none"> • Listen to the concerns being raised by the complainant • Advise the complaint will be referred to the role responsible for managing all complaints • Offer to provide the complainant with a copy of 1.0 Compliments and complaints and ask for the form (1.3) to be completed and emailed back to Protective Group • Where the complaint is verbal and/ the complainant does not wish to complete the Compliment and complaint form (1.3), the representative taking call should complete it, recording key information at the time of first contact • Within 24 hours, advise the designated complaints manager that a new complaint has been received, forwarding any notes taken and/ the completed form (1.3)
2. Record	<p><i>Protective Group representatives will</i></p> <p>Document and store all information relevant to the compliment or complaint, in its original form</p> <p><i>The designated complaints management role will</i></p> <ul style="list-style-type: none"> • Ensure a form (1.3) is completed either by the complainant or complaint taker for every complaint made to Protective Group • Log new complaints on the Complaints Register to facilitate tracking and data analysis. • Open a secure electronic file for each complaint with authorised access, containing all relevant documentation
3. Acknowledge	<p><i>The designated complaints management role will</i></p> <ul style="list-style-type: none"> • Contact the complainant via phone or email to acknowledge receipt of their complaint, inform them of the complaints process, timeframes for investigation and resolution and provide realistic expectations • Confirm with the affected person/ organisation that Protective Group take all feedback received seriously • Ask the complainant what outcome they are seeking • Offer to provide the complainant with a copy of 1.0 Compliments and complaints and ask for the form (1.3) to be completed and emailed back to Protective Group • If relevant, advise of any potential conflict of interest given their role as investigator in the complaints management process • Provide the complainant with timeframes and expectations of the process from here to conclusion to where possible

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	<ul style="list-style-type: none"> Advise the Directors via email within 24hours of receipt that a complaint has been received
4. Resolve	<p><i>The designated complaints management role will</i></p> <ul style="list-style-type: none"> Assess the complaint. Complaints for resolution must relate to the service provided by Protective Group that has been received. Complaints must be assessed for potential conflict of interest that may arise during the resolution stage and if so, the appointment of a third party to investigate considered Notify any staff members or contractors where there has been a complaint raised against them Create and implement an investigation plan that includes 'interviewing' parties to the complaint and documenting Liaise with the complainant – keeping them informed of the progress of the complaint; to clarify or discuss any disparities identified in the information held; to request additional information; where additional time is needed to complete the process Maintain all records of the complaint and process to resolve it Based on all information gathered, determine whether the complaint can be substantiated or is valid (the outcome) Determine suitable remedies and/ actions where the complaint has been validated
5. Communicate resolution	<ul style="list-style-type: none"> Where possible, discuss the outcome verbally with the complainant before providing written advice via a letter or email Advise of any recourse that can be taken by the complainant should they be dissatisfied with the outcome or resolution process

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1.3 Compliments and complaints form

We are committed to providing high quality services that meet your risk and safety needs. We value your feedback – including complaints. Please let us know what we do well and where we can improve our services.

The following is a (Indicate your response with an X)

compliment		complaint		feedback	
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Are you providing feedback on another person's behalf? (Indicate your response with an X)

No, it's my feedback		Yes, I'm providing feedback on behalf of someone else	
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Providing feedback on behalf of someone else:

Is the person a client? (Indicate your response with an X)

yes		no		If no, my relationship to the person is....	
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Please provide the following details about the person on whose behalf you are acting:

Person's name:	
Address:	
Contact number:	

Does the person know and consent to you giving feedback on their behalf? (Indicate your response with an X)

yes		no	
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If no, please provide the reason why:

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Your details:

Do you want to remain anonymous? (Indicate your response with an X)

No		Yes (no need to provide personal details)	
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Your name:	
Organisation:	
Address:	
Contact number:	
Email address:	

Your compliment, complaint or feedback

Please provide details, including events that led to making the complaint, compliment or feedback, approximate dates and who was involved.

Have you taken any previous action around your compliment, complaint or feedback? (Indicate your response with an X)

yes		no	
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If **yes**, with whom and what was the outcome?

What outcome would you like as a result of providing your compliment, complaint or feedback?

Privacy

Protective Group is committed to protecting your privacy. We collect and handle personal information that you provide on this form for the purpose of investigating and responding. We will only use your information in accordance with relevant privacy and other laws.

Declaration. The above information is true and correct:

Signature:		Date:	
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Thank you for taking the time to provide feedback about our service.

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