

Work Procedure / Instruction
Procedure number: QMS007 v1
Complaints Management

Objectives:

Bunbury Harvey Regional Council (BHRC) is committed to recognising a client’s right to make a complaint, comment or suggestion about the standards and quality of the service and programs provided.

By providing an efficient, fair and accessible mechanism for resolving complaints and ensuring that all complaints are heard and resolved as soon as possible, BHRC will promote a positive attitude towards issues and provide clients with the information that is required in a timely manner.

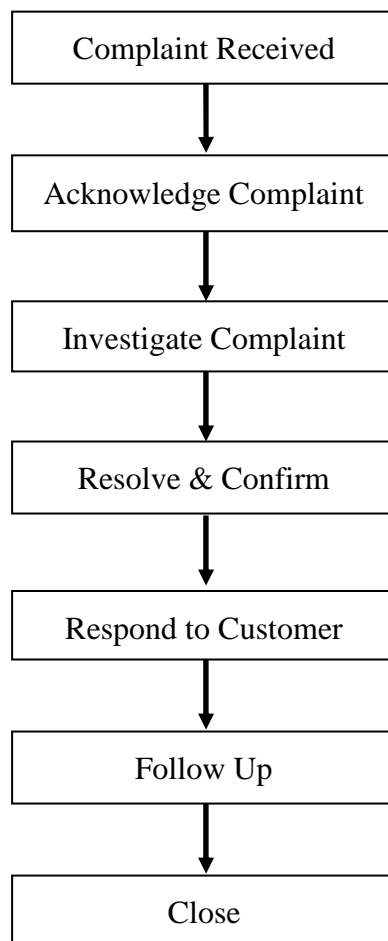
Monitoring complaints is a way to improve the quality of service provided and aids in the compliance to ISO 9001 Quality Management System.

Procedure:

Any complaint, issue or negative customer interaction (whether this is formally logged by the customer or not), must be logged and classified for action using the Customer Complaints Form (F-015).

The following key steps must be followed for all customer complaints received.

(Detailed overleaf)



1. Complaint Received

Summary:

Ensure that all potential issues are captured for compliance with ISO 9001 Quality Management Systems

A complaint can be made in person, by phone, fax, email or directly from the website.

In Person:

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words (Sometimes the person may just want to 'let off some steam')
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Take notes
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation ('I understand that this situation is frustrating for you')
- If you feel that an apology is deserved for something that was the responsibility of BHRC, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal

If complaint is resolved

- Fill out a Customer Complaints Form (F-015. Appendix 1) and lodge with CEO for review.
- CEO to forward to administration for adding to the register and filing. (Assign a number to the form, as per register)

If complaint not resolved

- Fill out Customer Complaints Form (F-015) and lodge with CEO for assigning to *responsible person*.
- Follow directions below.

Email or directly from the website:

- Print and attach all paperwork to the Customer Complaints Form (F-015) which you will need to fill out.
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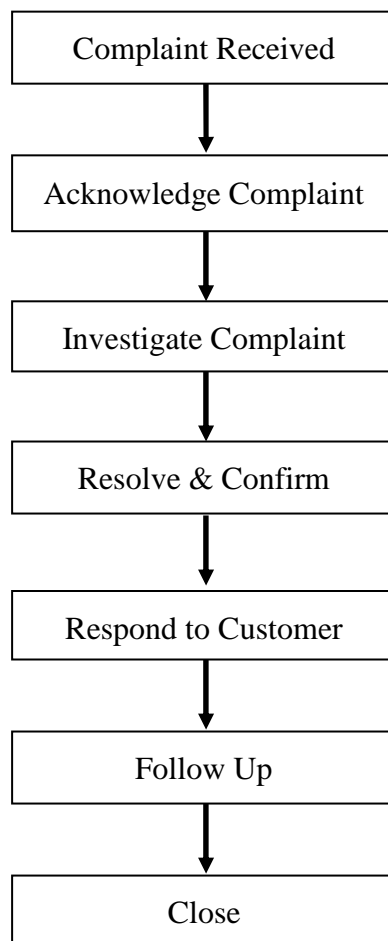
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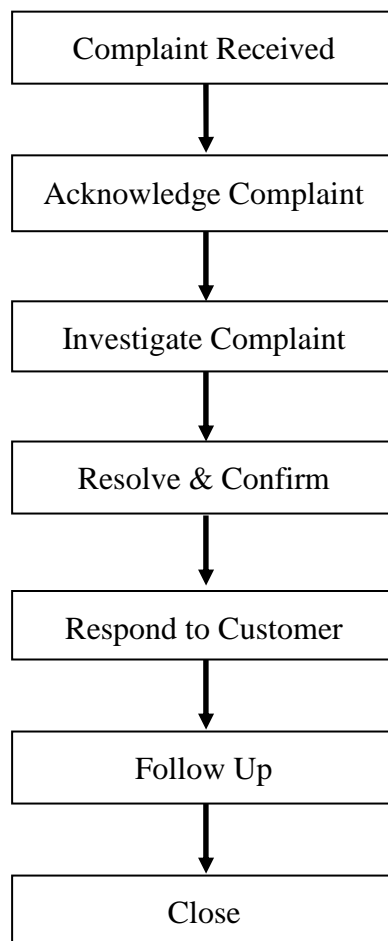
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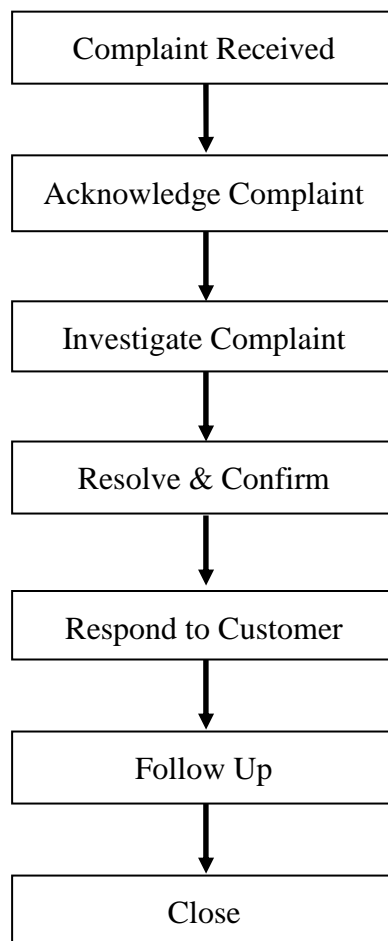
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