Feedback Compliments and Complaints Process

Designer Life
EMPLOYMENT • TRAINING • CAREERS

FEEDBACK RECEIVED

QUALITY TEAM REVIEWS AND DETERMINES THE NATURE OF THE FEEDBACK

IT'S A COMPLIMENT!

PROGRAM COMPLAINT
Quality team will redirect complaint to the Program Director

STAFF COMPLAINT
Quality team will redirect complaint to the People and Culture Manager

Possible criminal activity, abuse or neglect

ON DATE OF RECEIPT

Quality team provides acknowledgement back to the party

Quality team records on the *Feedback and Complaints Register*

ON DATE OF RECEIPT

Program Director / People and Culture Manager discusses complaint with party to resolve

RESOLUTION AGREED

NO RESOLUTION WITHIN 24HRS

Program Director / People and Culture Manager advises Quality team on resolution outcome

TREATED AS GRIEVANCE

ON DATE OF RECEIPT

REFERRED TO THE COO

Incident Reporting and Investigation Procedure followed within 10 business days

Party advised of outcome within 28 days

QUALITY TEAM REVIEWS OUTCOME

DOES RESOLUTION INVOLVE REVIEW OF PROCESS?

YES

NO

Process review undertaken by Program Director / People and Culture Manager. Change in process communicated to Quality team for relevant policies/procedures to be updated.

Outcome updated on *Feedback and Complaints Register*.
Item closed.

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