



Positive Change. Growth. Wellbeing.

## FEEDBACK AND COMPLAINTS HANDLING POLICY

### INTRODUCTION

Positive Psychology is committed to continuous improvement and welcomes feedback from clients to help us improve our overall client experience.

We recognise that sometimes, despite our best efforts, people may not be happy with the way we have performed a service. The feedback and complaints handling policy provides a framework to ensure that feedback is received and handled in an appropriate, effective and systematic way.

This policy applies to compliments, all service complaints, formal complaints, and general feedback received by Positive Psychology from clients.

### DEFINITIONS

For the purpose of this policy the following definitions are used;

Feedback	Feedback is defined as information about reactions to our services, the performance of our organisational member or client experience that can be positive or negative and used as a basis for improvement.
Complaint	An expression of dissatisfaction with Positive Psychology's level and quality of service, organisational member conduct, or the application of policies and procedures affecting an individual client or group of clients.
Compliment	An expression of satisfaction/ respectful acknowledgment of Positive Psychology's service delivery standard, client focus and exemplary organisational member conduct where expectations regarding; efficiency, effectiveness, fairness, accessibility and responsiveness, are exceeded.
Feedback Box	Feedback Boxes are located at all Positive Psychology Centres and are designed for clients to submit feedback, complaints and compliments using the designated feedback forms.

Positive Psychology is committed to addressing all feedback and ensuring complaints are resolved fairly by:

- Providing a process whereby clients can provide feedback, submit compliments or complaints
- Investigating incidents on a timely basis
- Maintaining a complaints register
- Documenting a clear process for handling complaints (and identifying any systemic issues)
- Striving to achieve a win-win outcome for the client, our people and the practice
- Providing training and communication to help our people learn from feedback and complaints received



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Management endeavours to address complaints in a timely manner within one (1) week of receiving a compliant notification.

### 3. OUR APPROACH

Positive Psychology endeavours to ensure our approach focuses on the right outcome for clients, our people and the practice. We strive to create a safe and open workplace where any feedback or complaint is heard and addressed.

Our approach endeavours to continuously improve the client experience, ensure our team are fair, objective and accountable, whilst maintaining confidentiality. Any systemic issues will be addressed through internal training and process improvement.

### 4. SUBMITTING FEEDBACK TO POSITIVE PSYCHOLOGY

Feedback, complaints and compliments can be made through;

1. Completing an online form through the website
2. Emailing [complaints@positivepsychology.net.au](mailto:complaints@positivepsychology.net.au)
3. Completing a hardcopy feedback form and lodgement in a Feedback Box
4. Via post to address: Positive Psychology Feedback, 883 Nepean Hwy, Mornington VIC 3931.

### 6. COMPLAINTS HANDLING PROCESS

Positive Psychology complaints handling process is as follows;

1. The complaint will be acknowledged within 48 hours
2. The complaint will then be assessed and assigned priority
3. If investigation is required, a plan will be developed
4. The investigation will gather information from the parties involved to resolve factual issues and consider options for complaint resolution
5. A response to the complainant will be communicated by Management
6. If the complainant is not satisfied with the response, there will be an internal review of the decision
7. Any systemic issues that arise as a result of the complaint should be considered and acted on. For a significant investigation, a report and outcome will be produced within 45 days of the incident.