

FEEDBACK AND COMPLAINTS HANDLING POLICY

INTRODUCTION

Feedback and complaints are a valuable source of information which can identify ways to improve business process and the overall client experience.

Feedback is defined as information about reactions to our services, the performance of our staff or client experience that can be positive or negative and used as a basis for improvement. A complaint is defined as an expression of dissatisfaction made to Positive Psychology about our service.

Managing feedback and complaints appropriately helps us promote a high standard of client care and maintain our brand. We are committed to addressing all feedback and ensuring complaints are resolved fairly by:

- Providing a process whereby staff and clients can provide feedback or submit complaints
- Investigating incidents on a timely basis
- Maintaining a complaint 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 the feedback and specific incidents

ROLES AND RESPONSIBILITIES

Employees and clients need to be aware of the Complaints Handling policy. Employees can assist clients whom wish to make a complaint and comply with the process. Employees may be the first in line when receiving a complaint and if they cannot resolve the complaint, it should be referred on to management.

Management are an escalation point for complaints not resolved by the employees. Management to address complaints in a timely manner (within a week of receiving notification of the complaint).

TYPES OF COMPLAINTS

Feedback and complaints can be internal or external. Feedback and complaints can be logged via a feedback form template on the website or through emailing feedback@positivepsychology.net.au.

OUR APPROACH

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

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

COMPLAINTS HANDLING PROCESS

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 form the parties involved to resolve factual issues and consider options for complaint resolution
5. A response to the complainant will be communicated
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.

FEEDBACK AND COMPLAINTS HANDLING FORMS

The feedback and complaints form will be located in the waiting rooms and on the Positive Psychology website:

- Date
- Client name
- Feedback or complaint about (who)
- Feedback/complaint situation
- Proposed resolution

FURTHER RESOURCES

- Code of conduct policy
- Feedback forms
- Critical incidents policy