

# Complaints Handling Strategy

## Rationale

PSCTas recognises the rights of clients. An effective complaints handling system is an essential part of providing a quality service. It is a measure of client satisfaction. It provides positive feedback about aspects of the service that work well and is a useful source of information for improvement when there is a level of dissatisfaction with the service offered. Quality customer service consists of providing the appropriate service at the outset, most of the time. Dealing with complaints is an opportunity for service recovery and improvement.

PSCTas has a complaint handling strategy in place to provide an organised way of responding to complaints. This involves recording, reporting and using complaints to improve service provision to clients. It includes procedures for clients to make complaints and guidelines for staff to resolve them. It provides information to managers and staff that can assist them to prevent customer dissatisfaction in the future.

An effective complaints system will benefit PSCTas by:

- creating a second chance to provide service and satisfaction to dissatisfied clients
- identifying areas that need improvement
- assisting in planning and allocation of resources.

*Part of PSCTas's commitment to excellence in service delivery is to encourage feedback. We welcome compliments if you are particularly impressed with any aspect of our service and are happy to listen to your complaints and guide you through the complaints handling process.*

## Submitting a Complaint

Clients who are genuinely not happy with the level of service provided by PSCTas or who have a specific complaint against a Professional Support Service Provider (hereinafter referred to as the PSSP), are invited to take the course of action outlined below. We will endeavour to acknowledge receipt of your complaint **within three working days** of receiving it. Every effort will be made to resolve client dissatisfaction swiftly.

**Step One:** You are asked to discuss all complaints with the person concerned in the first instance.

**Step Two:** A straight forward complains may easily be dealt with by telephoning a PSC PSC Project Worker. Should a resolution not be arrived at quickly, clients should notify the PSC General Manager in writing. You are asked to write down all relevant details of the complaint, including desired outcome, using the **Client Complaint Report** available on request to the Helpline on **1800 647 718** or email to [psc@gowrie-tas.com.au](mailto:psc@gowrie-tas.com.au). The PSC General Manager shall be the designated person to deal with complaints.

## **Responding to your complaint**

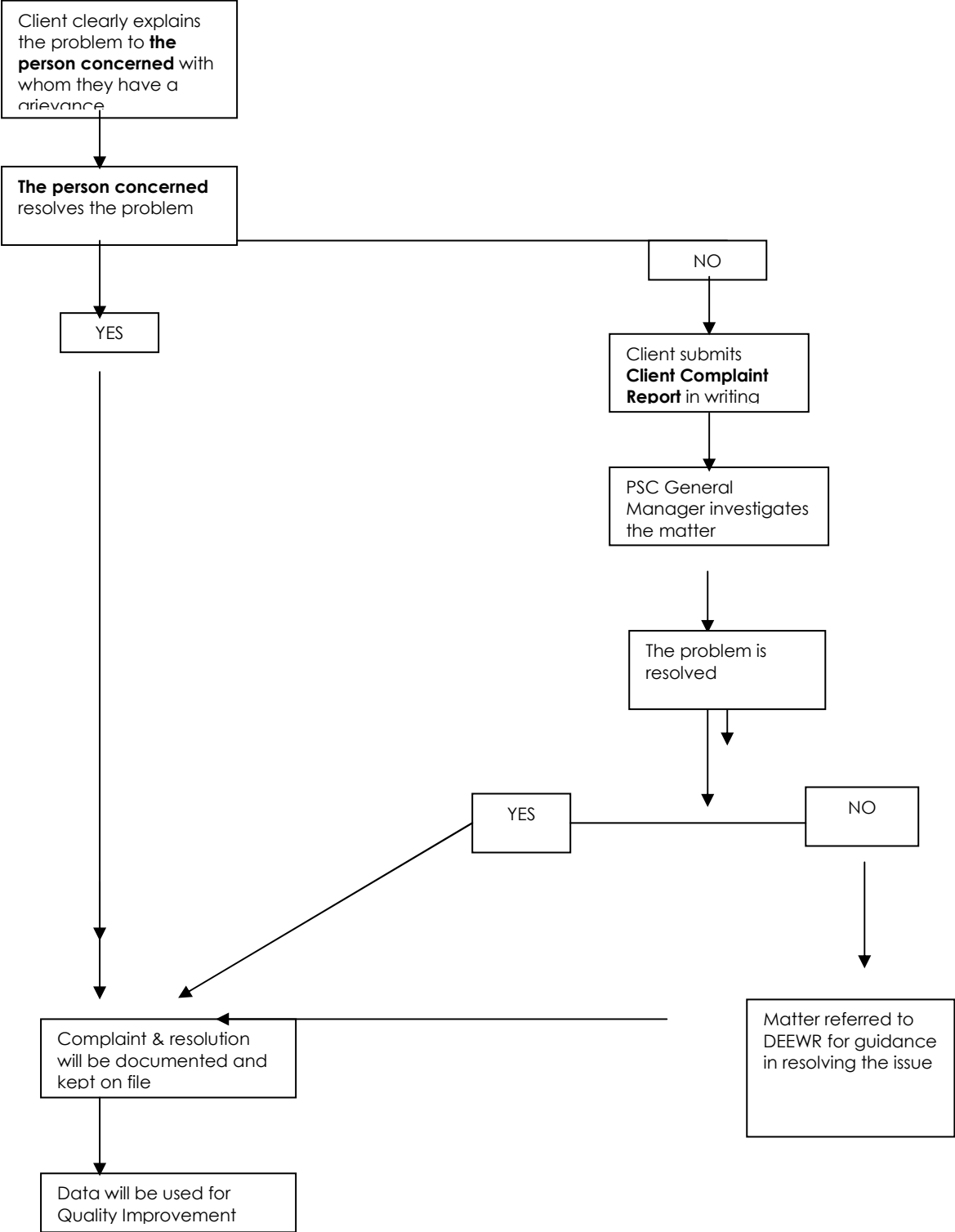
1. We will endeavour to acknowledge receipt of your complaint within three working days. Following this, PSC General Manager will investigate the grounds for your complaint and undertake to respond to you within 21 days.
2. If you remain dissatisfied, arrangements for informal counselling between you and the PSC General Manager will be organised in an attempt to resolve the complaint where, if appropriate, an independent third party acceptable to both applicant and General Manager could be used to assist in resolving the complaint.
3. If the applicant remains dissatisfied the PSC Manager will contact the Department Education, Employment and Workplace Relations (DEEWR) for guidance in resolving the issue.
4. Where problem-solving with DEEWR is unable to resolve the matter, an independent body may assess the complaint.

Correspondence regarding complaint outcomes will be documented and you will be informed in writing. All information relating to the resolution process will remain confidential within PSCTas.

Please refer to the diagrammatic version of PSCTas Complaints Policy attached.

# PSC-Tas

## COMPLAINT PROCEDURE



## Complaints/Feedback Form

### 1. Your Contact Details

Family Name:  Given Name:

Organisation:

Address:

Suburb:  Post Code:

Phone: (hm)  (wk)  (mobile)

### 2. Are you a...(please tick box)

Children's Service     Individual     Other Stakeholder     PSSP

Other (Please specify)

### 3. Is the feedback or complaint about an action of...(please tick box and give details)

A PSC staff member

A PSC trainer/consultant

Other

### 4. Have you discussed your matter with a staff member?

Yes     No – go to Question 5

If yes when?  Who dealt with the matter?

What was the result?

### 5. Please give details of your feedback or complaint and the outcome you are seeking. **Please provide all relevant details (You should normally complain within three months of the event concerned). You may wish to attach further documentation.**

Date:

Signature:



**FOR OFFICE USE ONLY**

## Complaint/Feedback Action Taken

Acknowledgement letter sent

Date:

Managers Signature:

Date:

Name of Manager:

If not resolved within 5 business days:  CEO advised

Date:

### ACTION TAKEN:

Managers/CEO Signature:

Date:

Name of Manager:

**REVIEW:** Once process is completed, review details of complaint with a view to incorporating improvements:

### RECOMMENDED IMPROVEMENTS:

Managers Name & Signature:

Date: