

CUSTOMER FEEDBACK / COMPLAINT POLICY

Operational policies provide a framework for consistent application and interpretation of matters by Wimmera CMA. Operational policies are not intended to be applied inflexibly in all circumstances. Individual circumstances may require a modified application of policy.

Background

Wimmera CMA values customer feedback as part of its quality management system. It is important to ensure there are clear processes for receiving, recording and responding to feedback, including complaints.

Formerly Customer Feedback Policy (updated 05/09/2023)

Purpose

This procedure clearly outlines Wimmera CMA’s definition of feedback and complaints and details how the organisation will manage them.

The purpose of this procedure is to ensure that all formal feedback is documented and actioned appropriately in a timely manner.

It will also identify any trends that need to be reviewed internally.

POLICY

Wimmera CMA will consider feedback and in the interests of continuous improvement review any applicable business processes.


Definitions

Feedback - Information or statements of opinion communicated to the Wimmera CMA relating to its staff, services or products. This could include suggestions for improvements or recognition or praise.

Complaint - Expression of dissatisfaction communicated to the Wimmera CMA, relating to its staff, services or products, an unmet expectation or the complaints-handling process itself, where a response and/or resolution is reasonably expected or requested.

A complaint is not a difference in opinion; a disagreement with a decision that Wimmera CMA have made; or a difference of opinion or disagreement with something that Wimmera CMA are unable to influence (e.g. Government Policy)

Customer – A customer refers to anyone Wimmera CMA has interactions with but does not include direct employees or members of the board. .

	05 th September, 2023
CEO Signature	Date

CUSTOMER FEEDBACK / COMPLAINT POLICY

Procedure

Wimmera CMA staff treats any feedback made towards the organisation or individuals confidentially and refer the feedback to the relevant Program Manager or CEO to respond.

The preference is to direct customers to our website to complete the online form (this will guide the customer to provide all the necessary information). Staff can complete this on their behalf if requested. Written and emailed feedback or complaints will also be accepted.

All feedback and complaints will be registered in the Feedback/Complaint Register (with the exception of HR related complaints) and maintained by the recipient.

Feedback and complaints related to HR will be registered and maintained in a secure register maintained by the Business Manager.

Feedback

If a customer or representative of another organisation provides feedback that is not a complaint the procedure is;

- If the feedback is verbal – ask if they would like to formalise the feedback in writing and/or offer to record the details of the feedback in writing. The individual should be advised that in the event that the feedback is not put in writing, no formal response will be provided.
- The feedback should be forwarded to the relevant Program Manager and CEO within 24 hrs to determine if a response is required and if so should respond to in writing within 7 days.
- Where applicable the CEO / Manager is to advise relevant staff of the feedback if required and any resulting action that is to occur and register the response/outcome on the feedback register.
- The feedback register will be routinely tabled at the Management Team Meetings for information and advice of any outcomes were appropriate.

Complaint

If a customer or representative of another organisation makes a complaint the procedure is;

- If the staff member handling the complaint believes the complaint is in regard to “improper conduct” under the ‘Public Interest Disclosures Act 2012’ the ‘Wimmera CMA Protected Disclosure Policy must be used. (Advice can be sought from the Business Manager)
- If the complaint is verbal – ask if they would like to formalise the complaint in writing and/or offer to record the details of the complaint in writing. The complainant should be advised that in the event that the complaint is not put in writing, no formal response will be provided.
- Should a verbal complaint be made, consideration should still be given as to the validity of the matter, and a decision can be made to follow up in accordance with this procedure.

CUSTOMER FEEDBACK / COMPLAINT POLICY

- Forward the complaint to the CEO. If the complaint is related to an employee's behaviour (rather than their application of policy or organisational decision)
- If the complaint is related to the CEO's behaviour (rather than their application of policy or organisational decision) it must be forwarded to the Chair of the Board within 24 hours. The Chair will then follow up.
- All other complaints should be forwarded to the Executive Assistant and CEO within 24 hrs. The CEO is to investigate and respond to the complaint in writing if appropriate, ensuring that they refer to any policy or procedure that is applicable to the matter.
- CEO / Manager to advise relevant staff of the outcome of the investigation of the complaint and any resulting action that is to occur and register the response/ outcome on the feedback register.
- The feedback register will be routinely tabled at the Management Team Meetings for information and advice of any outcomes were appropriate.

OTHER RELEVANT DOCUMENTS

[Dealing with challenging client's Guidelines:](#)

[EEO Anti discrimination, harassment and bullying policy:](#)

[Wimmera CMA Public Interest Disclosure Policy](#)

[Wimmera CMA Public Interest Disclosure Procedure](#)

[Feedback/Complaints Register](#)

[Feedback / Complaints Register – HR \(Confidential\)](#)