

QRS.008 Complaints

1. Purpose

To ensure all complaints are managed effectively and efficiently to meet customer and stakeholder expectation, minimise business risk, and provide opportunities for improvement.

2. Scope

Any service delivery complaint made by a client or stakeholder.

3. Definition

A complaint is an expression of dissatisfaction of services provided. A complaint will be accepted verbally or in writing in any format the complainant uses.

4. Responsibilities

General Manager (GM)

Manage and/or delegate investigation of each complaint. Monitor, analyse and report on all complaints

Executive Assistant (EA)

Maintains the complaint register, and prepares complaints data reports

Quality Improvement Committee

Oversees complaint processes by reviewing, monitoring and documenting progress for continuous improvement opportunities

5. Policy statement

Complaints are managed using an open and honest process without prejudice and are treated as opportunities for improvement.

6. Complaints procedure

When a complaint is received, the GM:

- 6.1. Is informed and /or sent the complaint immediately by the person receiving it.
- 6.2. Reviews the complaint and will decide the need (if any) to communicate the complaint to a third party such as the Ministry of Health (MOH).
- 6.3. Conducts an investigation which may involve obtaining information from staff or auditors.
- 6.4. Opens a unique complaint file:
<G:\Administration\Quality Improvement\Complaints>
- 6.5. Documents all relevant actions taken, and corrective actions identified.
- 6.6. Acknowledges the complaint in writing within five working days.
- 6.7. Sends progress reports to the complainant as required.
- 6.8. Reviews and approves the final response letter outlining the finding of the complaint and giving formal notice the DAA Group complaint process is complete.
- 6.9. The EA scans and saves all signed letters and investigation notes in the unique electronic file.

7. Notification of complaint

- 9.1 Monthly complaint data is tabled at the Quality Improvement Committee meetings.

8. Complaint resolution

- 10.1 If a complainant (who is a MOH-certified client) is dissatisfied with the outcome of the DAA Group's complaint response or process, the complainant may refer their concerns to the MoH.

9. Complaint letter requirements

- 9.1. Articulates the issue.
- 9.2. Describes the process to be followed.
- 9.3. Provides timeframes and contact details.

Associated documents

Appeals policy and procedure

Complaint letter templates

SurveyMonkey

References

AS/NZS ISO/IEC 17021.1:2015

AS/NZS ISO 9001 Quality management systems- requirements

ISQua accreditation standards