

C2A/ECDC POLICIES AND PROCEDURES

Complaint Management Policy

Table of Contents		
Section		Page
1	<u>Introduction</u>	2
1.1	Definition of Workplace	2
1.2	Constitute – Best Practices	2
1.3	Filing and Storage of documents	2
2	Purpose of this Document	2
3	Persons effected	2
4	Definitions	3
5	<u>Responsibilities</u>	3
5.1	(PCBU) Director/Officer/Manager/team leader	3
5.2	C2a Workers	3
5.3	ECDC Shared hosting users	4
6	<u>Ways to complain</u>	4
6.1	For c2a Employees	4
6.2	For Shared Hosting Users	4
6.3	For c2a Customers	5
7	strategies when complaining	5
8	<u>Complaints Management Model</u>	5
8.1	Complaints Management	5
8.2	Internal Review	5
8.3	External Review	5
9	Complaint process	6
10	Responding to complaints	8
11	Recording	8
12	Follow up progress	8
13	Policy Compliance	9
14	Policy Governance	9
15	Review and Revision	10
Appendix		
	C2A/ECDC Complaints Form	12-13
	Complaint Book INSTRUCTIONS	14

1. Introduction

1.1 Definition of Workplace

C2a is an alternative Internet and Phone Service Provider that provide competitively priced Fixed Wireless Broadband, ADSL Broadband, NBN and VoIP phone services at competitive and affordable prices while remaining local to Port Macquarie and surrounding areas.

ECDC is a subsidiary of c2a. ECDC is a local Data Center where computers can be stored in a safe, air conditioned environment with access granted to only enrolled and authorized users.

1.2 Constitute

Complaint Management ensures that all c2a employees, c2a customers and ECDC Shared Hosting Users can complain when needed and that employees and management handle complaints effectively to ensure resolutions, improve the services provided and to also ensure c2a have satisfied employees and customers.

1.3 Filing and Storage of documents

This policy and Procedure is displayed in the c2a premises entry and must be accessible to all staff, contracted persons and Shared Hosting Users.

Complaints and incident reports- must be filed and kept for a minimum of 7 years.

2. Purpose of this Document

- To maintain a fair, accountable, transparent and responsive management of complaints about functions
- Complaints are handled promptly and as close to the source as possible
- Effective monitoring of complaints
- Identification and implementation of business improvement opportunities

3. Persons affected

- Employers
- C2A Workers (Employees, Contractors)
- ECDC Shared Hosting Users
- Visitors –authorized access to premises
- Customers

4. Definitions

- PCBU: Person Conducting a Business or undertaking
- Shared Hosting Users: Customers who use our premises for hire for hosting purposes
- Office areas/On-site: These include the Office, Server Room and Storage Shed
- Off-site areas: Houses/Business' where workers perform installs of our services
- Complaint: is an expression of dissatisfaction about services, products or employees that requires a response or resolution.
- TIO: Telecommunications Ombudsman

5. Responsibilities

5.1 (PCBU) Director/Officer/Manager/team leader

- Establishing a system that manages complaints effectively and efficiently
- complaints management policy, procedure and associated tools for the administration and recording of complaints and ensuring the complaints process is effectively administered
- ensuring all employees are appropriately trained in complaints management
- reviewing recommendations, and providing management responses, made through investigation reports ,internal reviews or any complaint management process that relate to business process improvement
- ensuring recommendations made through investigation reports ,internal reviews and any complaint management process are implemented, within agreed timeframes
- ensuring ongoing continuous improvement of service delivery by making changes to process where the trends and issues identified indicate a change to service delivery process is required

5.2 C2A Workers

- Trained in complaints management
- Handling complaints in accordance with the complaints management policy and procedures
- To effectively resolve complaints quickly and effectively. If complaints cannot be resolved report to management for them to continue to resolve complaint.
- To report complaints to management

- Know how to complain if they need

5.3 **ECDC Shared Hosting Users**

- To be aware of the complaints policy and procedures
- To have access to complaints policy

6. **Ways to complain**

C2a Employees/ ECDC Shared Hosting users/ c2a customers

There will be a focus on positive outcomes, positive solutions and resolutions.

Ways to complain

- Verbally/call
- Email
- Complaints book (located in office – for c2a Employees and ECDC Shared Hosting Users only)
- Organise a meeting with manager/director
- Complaints Form (serious complaints)

6.1 **For c2a employees**¹

Employees are to complain to managers/director directly.

- write an email/verbalise/call or
- Organise a meeting with manager/director or
- for serious complaints fill out a formal Complaint Form

6.2 **For ECDC Shared hosting Users/VISITORS**

- fill out a complaint in the complaints book out the front entry
(When written in book please leave book out to be available for complaint to be resolved) or
- write an email/verbalise/call or
- Organise a meeting with manager/director or
- for serious complaints fill out a formal Complaint Form

¹ Our process is based on Fair Work guide to act quick, fair, handled sensitively and transparent for employees. Best practice dispute resolution outcomes. <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/best-practice-guides/effective-dispute-resolution>. 8.5.18

6.3 For c2a customers²

- verbalise/email/call their complaints or
- for serious complaints fill out a formal complaint form

We ensure your privacy and confidentiality – Privacy Act 1988³. Information will be kept for 7 years.⁴

7. strategies when complaining

- clearly explain your concerns or the issue in a calm manner and avoid making accusatory or inflammatory statements
- Allow Employee/manager/director the opportunity to address your concern and the issues
- Consider the point of view or situation of the person you're complaining to
- Explain how you would like to see the issues resolved and offer some possible solutions. Where appropriate be prepared to negotiate the resolution of the concerns
- If you feel emotional or anxious in regards to the issue or concern ask for a support person to attend any meetings etc
- If you feel your concerns are not being adequately addressed, or we are not following the procedure appropriately consider contacting the TIO or Fair work Ombudsman

8. Complaints Management Model

The complaints management model is a three stage process, which includes the option for an external review.

Figure 1.

Complaint Management Process ¹		
Stage 1	Stage 2	Stage 3
Complaints	Internal	External
Management	Review	Review

² Our process is based on Fair Trading guidelines. Listen, Acknowledge, Address the customer's needs, communicate honestly and Follow up for customers. http://www.fairtrading.nsw.gov.au/ftw/Businesses/Dealing_with_customers/Complaints.page. 8.5.18.

³ Workplace privacy best practice guide, <file:///C:/Users/juju/Downloads/Workplace-privacy-best-practice-guide.pdf>, 8.5.18.

⁴ Fair Work Handbook, <file:///C:/Users/juju/Downloads/Fair-Work-Handbook.pdf>, 8.5.18

7.1 Complaints Management

- Employees are authorized to resolve less serious complaints (low complexity complaints) wherever possible at first contact.
- Serious complaints (medium and high complexity complaints) are referred to either Director/Manager.

7.2 Internal Review

If a complainant is dissatisfied with the complaint management process undertaken to manage a complaint, an internal review can be requested within 12 months of the outcome being provided to the complainant. Directors and Managers continue to resolve the complaint.

7.3 External Review

If the complainant remains dissatisfied after progressing through Stages 1 and 2, they can pursue external options - e.g. alternative dispute resolution; complaints agency such as the Ombudsman or other avenues of appeal or review.

TIO – Telecommunications Industry Ombudsman.⁵
(Shared Hosting Users and c2a customers)

Fair work Ombudsman.⁶
(For Employees)

9. Complaint process

1. Actively Listen and Acknowledge the complaint:

Thank the employee/customer for bringing the matter to our attention. Apologise and accept ownership, don't blame others and remain courteous. Acknowledge their feelings and state positively that we wish to seek a resolution to the issue causing their concern. Within three business days of receiving a complaint we will acknowledge the complaint.

2. Record details of complaint:

Go through the complaint in detail so you can understand exactly what the problem is. Keep records of all complaints in one

⁵ TIO – Telecommunications Industry Ombudsman, <http://www.tio.com.au/>, 8.5.18.

⁶ Fair Work Ombudsman, <https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues#>, 8.5.18

central place – (the filing cabinet in c2a office). This will help identify any trends or issues.

3. Review:

We undertake an initial review of complaints and determine what, if any additional information or documentation may be required to complete an investigation. We may need to contact person involved to clarify details or request additional information where necessary (get all the facts). Ask questions for clarity.

4. Investigate:

Within 10 business days of receiving complaints we will investigate complaints objectively and impartially, by considering the information provided, our actions in relation to dealings and any other information which may be available, that could assist in investigating complaints.

5. Respond, act quickly:

Aim to resolve the complaint quickly. Discuss options for fixing the problems. Ask what the complainers response they are seeking; it could be a repair, replacement, refund or apology. Following our investigation we will notify findings and any actions taken in regards to complaints.

6. Take action:

Resolve complaint with both parties happy. Where appropriate we amend our business practices or policies.

7. Record the resolution:

We will record complaints for continuous improvement process and monitoring through regular review, personal information will be recorded in accordance with relevant privacy legislation.

8. Follow up:

Contact the Employee/customer to find out if they were satisfied with how their complaint was handled. Let them know what we are doing to avoid the problem in the future. Record the follow up.

10. Responding to complaints

All people making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact – **Stage 1**. If appropriate to the complaint, c2a employees can offer to resolve a complaint (e.g. a discount or a replacement product) and under what circumstances (e.g. if product is faulty) to resolve a complaint immediately. Complaints will still be kept and recorded.

If the complaint can't be resolved immediately, the customer will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

If the complaint cannot be resolved it will be given to the manager/director to resolve – **Stage 2**. If manager/director cannot resolve the complaint to the customer's satisfaction, we will inform them about where they can take further action through, for example, the ombudsman – **Stage 3**.

11. Recording

All complaints made verbal or written, will be recorded at the time the complaint is made or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details or the person making the complaint e.g. through email.

When taking a complaint, employees will record:

- The name and contact details of the customer/employee/shared hosting user
- Details of the complaint including the date
- Details of all communication with the customer/employee/shared shared hosting user
- Any actions to resolve the complaint will be recorded in the same place

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues shown on complaint forms.

Customers/employees/shared Hosting User personal details or details of their complaint will not be divulged to third parties unless we have their written consent for confidentiality.

12. Follow up progress

We strive to resolve all complaints within **ten business days**. Written complaints will be acknowledged promptly.

Customers/Employees/Shared Hosting Users will be given an approximate timeframe at the time they make their complaint. They will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

Customers will be informed of any changes to our products or services as a result of their complaint.

Where appropriate, Customers/Employees/Shared Hosting Users who have had a complaint resolved will be contacted at a later date for a follow up to see if they are happy with how their complaint was handled.

13. Policy Compliance

If any user is found to have breached this policy, they may be subject to c2a's disciplinary procedure. If a criminal offence is considered to have been committed further action may be taken to assist in the prosecution of the offender(s).

If you do not understand the implications of this policy or how it may apply to you, seek advice from the director.

14. Policy Governance

The following table identifies who within c2a is Accountable, Responsible, Informed or Consulted with regards to this policy. The following definitions apply:

- **Responsible** – the person(s) responsible for developing and implementing the policy.
- **Accountable** – the person who has ultimate accountability and authority for the policy.
- **Consulted** – the person(s) or groups to be consulted prior to final policy implementation or amendment.
- **Informed** – the person(s) or groups to be informed after policy implementation or amendment.

Responsible	Director of Company
Accountable	Director of Company
Consulted	Director, Administration, employees
Informed	All Employees, All Temporary Staff, All Contractors, Shared Hosting Users

15. Review and Revision

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 12 months.

Appendix

Complaint Form

1. Details	
c2a Employee: <input type="checkbox"/>	c2a Customer: <input type="checkbox"/> ECDC Shared Hosting User: <input type="checkbox"/>
Name:	Family Name:
Street Address:	
Suburb:	Postcode:
Home number:	Business number:
Mobile number:	Email address:
2. Details of other person/company involved in this complaint	
Name:	
Street address:	
Suburb:	Postcode:
Home Phone:	Business number:
Mobile number:	Email address:
3. Details of goods or services supplied	
Date of the purchase or service:	
Description of the goods or service including make, model, type of service, purchase method, etc.	
4. Details of the complaint	

5. Office use	
Complaint received by:	Date received:
Received how:	Date of action:
Action taken or required:	
Date resolved:	Signature:
6. Follow up	
Follow up:	
Follow up date:	Signature:

7

⁷ Complaints Form updated 3/5/18

Complaints book Information

Making a Complaint

When writing a complaint in this book please ensure that you write:

1. Whether you are, for example, Shared Hosting User or visitor
2. Your name and contact details (unless you want to be anonymous)
3. Date
4. Details of the complaint
5. When complaint has been written please leave book on top of the shelf to ensure visibility

We will try to resolve the issue within ten business days. Once resolved we will do a follow up to further ensure you are happy. If issue cannot be resolved you can seek outsider help through an ombudsman agency.

For more information please read complaints management Policy.