

Customer rights & complaints handling policy

This policy applies to all LDMP employees and volunteers.

Authorised by	
Applies to	
Date effective	
Next review date	
Version No.	

PURPOSE AND RATIONALE

This policy seeks to ensure that the LDMP treats its customers with fairness and respect. In particular it supports their right to complain about any LDMP product, service or action. Responsiveness to customer feedback is a fundamental exercise in accountability critical to organisational success and continuing improvement

POLICY STATEMENT

The LDMP strives to provide its customers with high quality products and services that add value to their lives. We accept the customer's right to decline services, request that their contact information be removed from our customer records and receive no further communications from us. Customer feedback, whether it be positive or negative, is welcome including customer complaints. The LDMP is committed to a complaints handling management system that is fair, effective and efficient. We know that complaints provide a valuable form of community feedback, which when handled in a positive and constructive manner with prompt resolution can lead to improved business practices and customer satisfaction

Constructive handling means Learnerville will

- respond to complaints in a timely manner
- provide multiple ways through which complaints can be registered
- provide complainants with a copy of this policy and related procedure when the complaint is first made
- listen to and treat all complainants in a respectful manner
- respond to the complainant as a high priority outlining how we will address the complaint and provide the complainant with options for redress or review.

Learnerville will take all reasonable steps to ensure that those who make a complaint are not adversely affected because of making a complaint.

Anonymous complaints will be accepted, however, anonymity may limit our ability to respond most effectively if there is a paucity of information from the complainant or no opportunity for further exploration and communication. Alternatively, complainants may choose to nominate another person to assist or represent them in making their complaint. In such cases, Learnerville will communicate with that representative.

Customer Rights & Complaints Handling Procedure

2. ASSESSMENT AND ADDRESSING OF A COMPLAINT

The chief executive, or delegated employee, assesses the complaint in terms of its seriousness and the risks it could present to both the organisation and the complainant, particularly if it is not properly resolved.

Consideration is given to whether a resolution may require the involvement of another organisation or party.

The CEO, or delegated employee, investigates the claims made in the complaint by gathering all relevant information about the product, person or area relevant to the complaint.

During this process the complainant is given updates on progress, especially if there are any unexpected delays.

At the end of the investigation the CEO, or delegated employee, contacts the complainant to inform them of our investigation of their complaint and any decisions or actions taken as a consequence and a proposed or implemented remedy. The complainant is given reasons for the decisions and actions and told of the proposed remedy.

The complainant is informed that if they are not happy with the decisions, actions or remedy they may appeal to the chairperson who will exercise an appeals role as outlined in the Grievance Procedure. In such an instance the chairperson is notified by the CEO, or delegated employee, and the complainant given the chairperson's contact details.

In addition, the complainant is informed of their right to take their complaint to an external authority like the NSW Department of Fair Trading or the NSW Ombudsman.

3. RESOLUTION AND CLOSING THE COMPLAINT

The CEO reports in writing to the board of directors on the above actions, noting

- the nature of the complaint
- how the complaint was assessed and addressed
- the decisions, actions and remedy
- any learnings for continuous improvement e.g. need to review or act on any existing policy, procedure, practice or product and
- any further outstanding matters.

This information, along with the fact it was referred to the board of directors, will be documented on the Register of Complaints.

Review Schedule

REVIEW RECORD	