

## Customer Rights and Complaints Handling Policy

Authorised by	Board of directors
Applies to	All Youthsafe directors and employees
Date effective	August 2020
Next review date	August 2023
Version No.	v.2.0

### Scope

This policy applies to all Youthsafe's directors and employees.

### Purpose and Rationale

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

### Policy Statement

Youthsafe, as an organisation with a strategic commitment to product leadership, strives to provide its customers with high quality, evidence-based 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.

Youthsafe is committed to a complaints handling management system that is fair, effective and efficient. We know that complaints provide a valuable form of 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 Youthsafe 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.

Youthsafe 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, Youthsafe will communicate with that person.

### Responsibilities

The chief executive is responsible for the implementation of this policy and its supporting procedure and will ensure that all complaints are recorded in the *Register of Complaints* and reported to the board of directors.

Employees are responsible for reporting all complaints to the chief executive as a high priority.

### Conformance

Legislation	<i>Community Services (Complaints, Reviews and Monitoring) Act 1993</i> <i>Ombudsman's Act 1974</i> <i>Privacy and Personal Information Protection Act 1988</i>
Youthsafe Values	Leadership, Partnership, Empowerment

### Related Documents

<i>Youthsafe policies</i>	<i>Code of Conduct</i> <i>Social Media Policy</i> <i>Work Health and Safety Policy</i> <i>Workplace induction Policy</i>
<i>Youthsafe procedures</i>	<i>Social Media Procedure</i> <i>Work Health and Safety Procedure</i> <i>Workplace induction Procedure</i>

### Key Definition

Complaint	A complaint is an expression of dissatisfaction made to or about Youthsafe, its products, services, systems, messaging or employee behaviour.
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### Review Schedule

<b>NEXT REVIEW</b>	<b>August 2023</b>
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<b>REVIEW RECORD</b>	
21 August 2017	See Board minutes 21 August 2017
17 August 2020	See Board minutes 17 August 2020 – BOARD/18/2020