

Customer Rights and Complaints Handling Procedure

Authorised by	Chief Executive
Applies to	All employees
Date effective	August 2020
Next review date	August 2023
Version No.	v.2.0

Customer Feedback

Positive customer feedback will be retained in the [Testimonials folder](#) on SharePoint and used for promotional purposes subject to the customer's permission if the customer is identified.

Negative customer feedback from an identifiable source, will be followed up promptly to ascertain the reasons and to offer an apology, refund or alternative service if acceptable to the customer.

If customers request that they be removed from Youthsafe's CRM we will do so immediately and confirm this to the customer. Customers may also unsubscribe from any regular Youthsafe communications.

Customer Complaints

Effective complaints handling involves the following three-stage process:

1. Receipt and acknowledgment of a complaint
2. Assessment of a complaint
3. Resolution and closing the complaint

1. Receipt and acknowledgement of a complaint

Unless a complaint has been immediately resolved, the complaint is brought to the attention of the chief executive, or delegated employee, and registered in Youthsafe's *Register of Complaints*.

The *Register of Complaints* records the date of the complaint, the contact information of the complainant and the substantive issue/s of the complaint, including what outcome the complainant seeks.

The complainant is given a copy of the *Customer Rights and Complaints Policy* and this procedure and informed that their complaint will be addressed within the next ten business days.

Any complaint relating to the Safer Drivers Course is reported to RMS within three business days of receipt of the complaint.

2. Assessment 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 Youthsafe 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 chief executive, 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 chief executive, or delegated employee, contacts the complainant to inform them of the investigation of their complaint and any decisions or actions taken as a consequence – and the reasons for that decision or those actions - and a proposed remedy.

The complainant is informed that if they are not happy with the decisions, actions or remedy they may appeal to Youthsafe’s chairperson who will exercise an appeals role as outlined in Youthsafe’s *Grievance Procedure*. In such an instance the chairperson is notified by the chief executive, 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 chief executive 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	
Procedure adopted	See Staff business meeting minutes of 24 August 2017

1 November 2017	AMENDMENT – Add requirement to report SDC complaints to RMS within three working days.
17 August 2020	Board meeting 17 August 2020 – BOARD/18/2020