

Complaints Handling Policy and Procedure

1	Purpose	<p>IOH encourages an organisational culture that responds to complaints in an open and constructive manner, and in accordance with principles of procedural fairness.</p> <p>The objective of the Complaints Handling Process is to ensure complaints are handled expeditiously and when necessary the underlying issues are resolved.</p>
2	Scope	All IOH Staff and Contractors
3	References	ISO 9001:2008 Clause 5.2, 7.2, 8.2
4	Definition	<p>Complainant – the individual making the complaint.</p> <p>Complaint Handler – The IOH staff member managing the complaint. Often the Business Development Manager or the department manager for specific service.</p> <p>Insightly – Insightly is the online CRM system. Complaints are to be managed in projects with a category of complaint (This replaces the prior PIF – Process Improvement Form).</p>
5	Procedure	<p>Initial Receipt of Complaint</p> <p>Where an individual (eg. Patient, Employer Rep) makes a complaint to an IOH staff member.</p> <p>If the complaint is provided in person the client is to be taken to a private area of the practice to document the complaint.</p> <p>The client is assured that the complaint will be taken seriously and thoroughly investigated. The client is allowed to make their complaint without interruption. The IOH staff member will take notes and repeat these to the client ensure that the complaint is recorded accurately.</p> <p>The IOH staff member must get all the details to enter into an Insightly Project including:</p> <ul style="list-style-type: none">• Date of incident causing the complaint• What the complaint was about• Complainant details and contact details• Complainant's company they work for and who the contact person is at that company <p>All emails are to be forwarded and linked to the project.</p> <p>Sensitive complaints should have the appropriate privacy applied.</p>

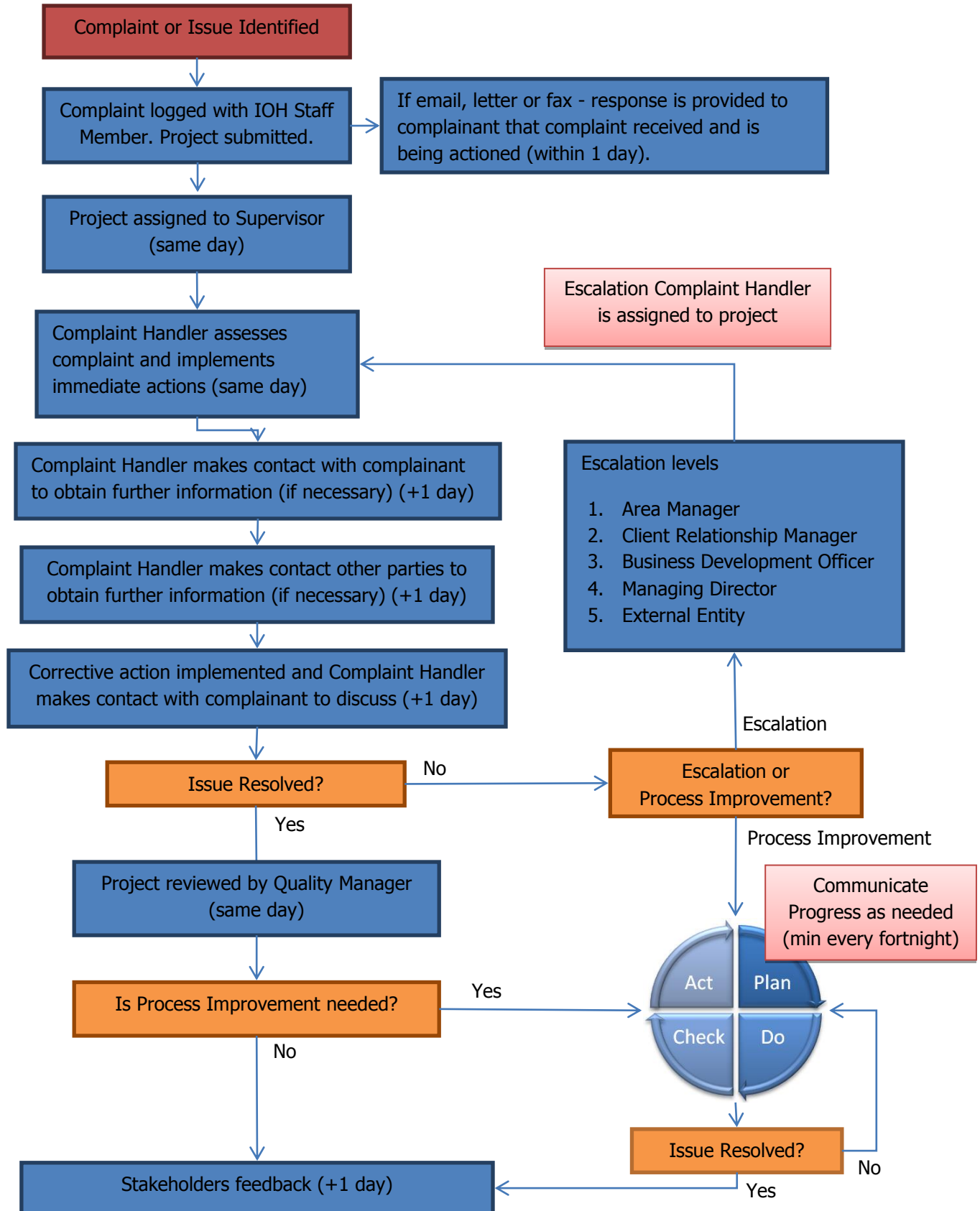
Process

Refer to [Complaints Handling Process](#) (page 3 of this document) for flow diagram.

On receipt of a complaint, the Complaint Handler will:

- i. Ensure the issue is logged in Insightly.
- ii. Acknowledgement of receipt of the complaint has been made to the complainant within 2 working days;
- iii. clarify the complainant's issues, consulting with the complainant and other parties where necessary within 3 working days;
- iv. consider whether the complaint requires or warrants escalation due to its nature and subject, such as:
 - is subject to mandatory reporting to an external agency, for example where a complaint concerns potentially criminal acts; corruption; sexual misconduct; or violence which involves children.
 - requires notification and advice from malpractice or indemnity insurer.
- v. consider whether the complaint requires or warrants consultation with other stakeholders or agencies,
- vi. consider whether the complaint constitutes a protected disclosure;
- vii. assess the most suitable method for dealing with the complaint, for example whether the complaint is best resolved either by discussion/negotiation, by mediation, or investigation;
- viii. where investigation is appropriate, decide on staff position to conduct investigation;
- ix. ensure that steps are taken within 5 working days to begin resolution of the complaint, and inform the complainant and the respondent about the process and the timetable for resolution;
- x. when resolution of the complaint may have an extended timeframe advise the complainant and the respondent on progress every 10 working days;
- xi. inform the complainant and the respondent of the outcome and the action taken to resolve the complaint;
- xii. generally, oversee and/or manage the resolution of the complaint;
- xiii. the Managing Director is notified on completion of all complaints for review.

Complaints Handling Process



Complaints Escalation Process for Third Parties

