



KSGAC Compliment and complaint management process

Process

1. Receive
2. Record
3. Acknowledge
4. Resolve
5. Communicate resolution

1. Receive

Listen – openly to the concerns being raised by the complainant

Ask – the complainant what outcome they are seeking

Inform – the complainant clearly of the complaint process, the time the process takes and set realistic expectations.

Accountable – be empathic towards the affected person and action all commitments made

Assess – create a prioritisation framework to identify situations which pose an immediate threat or danger, or require a specialised response.

2. Record

Record – all information that is relevant to the compliment or complaint, in its original and simplest form

Store – in a compliment or complaint management system that also allows for data analysis

Protect – use a system that restricts access to clients who are involved in managing the compliment or complaint.

3. Acknowledge

Acknowledge – receipt of the complaint early to build a relationship of trust and confidence with the person who raised the complaint

Anonymity – a person may request to remain anonymous in their lodgement and therefore contact may not be possible or expected.

Desired outcomes – provide realistic expectations and refer the matter to other organisations where identified as being more suitable to handle.

Conflict of interest – avoid this by appointing a person unrelated to the matter as an investigator

Timeframes and expectations – provide these to the complainant where possible

4. Resolve

Involve the complainant – keep them informed of the process of the complaint and discuss and disparities identified in the information held.

Additional information – request when required but apply a timeframe that limits when it is to be provided

Extension in time – consider only where necessary and always communicate any additional time requirements to the complainant with an explanation of the need

Record – continue to record all decision or actions of the complaint investigation in the complaint and complaint management system.

Focus – when investigating, focus on the identified complaint matters only. A complaint is not an opportunity to review the whole case.

5. Communicate resolution

Outcome – Where possible, discuss the outcome verbally with the complainant before providing written advice and allow them the opportunity to make further contact following receipt of the written advice.

Recourse – Include what further action may be available to the complainant at the conclusion of the complaint investigation. An action of recourse may be to escalate the matter further with an external agency or for a further review within the organisation.

Further review – providing a minimum of one further review will enable the first investigation to be reviewed for the soundness and allow additional information not available in the first complaint to be included.

Opportunities – develop a mechanism or process by which complaint outcomes can be relayed to the appropriate area within the organisation for action to improve service delivery.

Feedback – develop a process that allows for a review of the complainant's experience of the complaints process by encouraging and enabling feedback on how the process by which their complaint was dealt with.