

## COMPLIMENTS & COMPLAINTS PROCEDURE

Document number	P100.00	Version	v1.00
Date of last review	N/A	Date of next review	November 2024
Sponsor	Head of People and Culture		
Approving authority	CEO	Approval date	14 November 2022
Signature			

### 1. COMPLIMENTS

We aim to continuously improve our customer service and we like to hear what we are doing well. We log all of our compliments and use this information to train/communicate with our employees.

### 2. COMPLAINTS

We are committed to handling each complaint as soon as possible in an efficient and fair manner. We use a structured mechanism for handling complaints, and we will inform the complainant of the progress of the complaint and the timeframe for resolution.

We review our complaints which enable us to improve our standards of customer service. Language Disorder Australia has a complaints resolution procedure to ensure that all feedback is handled as efficiently and as effectively as possible.

### 3. WE AIM TO

- Log all compliments
- Use the compliments log as a driver towards improved customer service and as “best practice” examples during training sessions
- Log all formal complaints
- Ensure that Compliments and Complaints are managed in accordance with Language Disorder Australia’s Complaints Resolution Policy v2.01.

## **4. PROCEDURE**

### **4.1. Compliments**

Our compliments procedure logs all compliments that we receive. We receive compliments in many forms – by phone, in person, by email, on our website, by letter or via our feedback form. Our compliments log is maintained and reviewed by the Executive Assistant to the Chief Executive Officer of Language Disorder Australia and compliments are used as examples of “best practice” whilst training staff and for continuous improvement.

### **4.2. Complaints**

Our complaints procedure has four stages. Prior to the formal procedure being invoked, the individual making the complaint is encouraged to contact the staff member who will first try to solve the problem informally.

### **4.3. Self-resolution (within seven working days of a complaint being identified)**

Where the complainant feels comfortable doing so, they should attempt to seek a resolution to the complaint themselves with the person/persons involved. The purpose of self-resolution is to resolve the matter quickly, avoid escalation of complaints, to produce a positive result for the maximum number of parties and to encourage a culture where honest and constructive communication is valued between all. Language Disorder Australia does not tolerate anyone behaving in a confrontational, aggressive or abusive way in the pursuit of addressing a complaint.

However, the informal approach may not always be appropriate and, in these situations, the individual making the complaint or the organisation may trigger the formal procedure.

Our complaints procedure records all complaints that we receive. We receive complaints in many forms – by phone, in person, by email, on our website or by letter. This procedure may also be used by employees. Assistance will be provided to those complainants who let us know if they are unable to put their complaint in writing.

- Speak to a member of the Language Disorder Leadership Team
- Phone: (07) 3378 8625
- Email: [feedback@languagedisorder.org.au](mailto:feedback@languagedisorder.org.au)
- [Website feedback form](#)
- Or in writing to: Feedback at Language Disorder Australia, Level 3, 88 Jephson Street, Toowong, Queensland, 4066

## **5. THE FOUR STAGES OF THE FORMAL COMPLAINTS PROCEDURE**

### **5.1. Stage 1**

We will acknowledge receipt of a complaint about Language Disorder Australia within 24 hours of receipt. The complaint will be logged in Language Disorder Australia's Complaints Register, and a complaint file will be started. This will then be passed to the relevant Executive Leadership Team Member. The Executive Leadership Team Member will investigate the complaint and respond in writing within 7 working days of receipt of the complaint.

## **5.2. Stage 2**

Complainants with a serious complaint about our service, or who have a complaint that was not resolved at Stage 1, may request to escalate the complaint, via any form (e.g., email or phone call). The CEO will investigate the complaint and respond within 10 working days of receipt of the escalation of the complaint. All records will be logged in the Complaints Register.

## **5.3. Stage 3**

Complainants who have a complaint that was not resolved at Stage 2, may request to escalate the complaint via any form (e.g., email or phone call). The Chair of the Board will investigate the complaint and the outcome of each stage of the complaints process. The Chair of the Board will write to the complainant with the outcome of the investigation within 21 working days of receipt of the escalation and this decision is final. All records will be logged in the Complaints Register.

## **6. REVIEW**

6.1. This policy is due to be reviewed two years from the date of approval.