

# *Time 2 Train*

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## **Complaint handling policy**

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Time 2 Train

# Complaint handling policy

Date: 15 November 2022

# Policy statement

Time 2 Train is committed to continually improving the products and services we provide by welcoming feedback from customers and our community. We want to ensure that any person or organisation using our services or affected by our operations, has the right to lodge a complaint or to appeal a decision of the organisation.

We value your feedback and commit to resolving issues quickly, fairly, efficiently and with courtesy. Your rights to confidentiality, access, equity, and transparency shall be maintained throughout the complaints handling process.

The intent of this policy is to communicate and document a complaints and appeals management process that:

- provides a means for receiving complaints or feedback
- encourages the reporting of workplace complaints and issues
- is easily accessed and practical
- is understood by our customers and other stakeholders
- meets the requirements of our business in alignment with our products and services
- provides for a fair, equitable and timely response
- is in compliance with regulatory and legislative requirements.

## Definitions

**Complaint:** an expression of dissatisfaction made to or about our business regarding our sub-contractors, services or products that warrants response or resolution

**Complainant:** the person or entity that makes a complaint

**Escalation:** the process of referring complaints to other persons for additional management action

## Principles

The following principles shall guide our organisation and commitment for managing customer complaints. We shall:

- ensure our clients are encouraged to raise concerns about the service or product they are provided
- accept all complaints from clients (inclusive of family members) and sub-contractors
- recognise the importance of complaints that are submitted to us
- ensure confidentiality of all parties is maintained throughout the process
- provide support to employee complainants
- commit to the resolution of complaints that satisfies all parties
- endeavour to manage complaints within a timely manner
- maintain communications with all parties during the process
- provide sub-contractors with training on this policy and procedure
- provide awareness on escalation options if required
- ensure complainants are not disadvantaged by submitting a complaint under this process
- ensure management reviews include complaints data to identify improvement opportunities
- continually monitor and improve the complaints management system.

# Process

## Information for customers

Time 2 Train complaints and appeals process will be documented for clients and Sub-contractors will be publicly available document on our website:

<https://www.time2trainaspergers.com/> when providing our services and upon request.

All clients will be informed of our complaints management process as required.

We shall advise potential complainants:

- how to submit a complaint
- who the contact person is at our organisation
- how we will deal with the complaint
- how we will advise the outcome of the complaint.

## Training procedures

All sub-contractors shall receive training on complaints management processes during their induction, and as part of ongoing training.

## Making a complaint

We accept complaints either in writing or verbally through:

- the sub-contractor facilitating the training session
- directly to the Managing Director, Jeremy Samson

Complaints may be made by:

- sending written complaints to [time2train@live.com.au](mailto:time2train@live.com.au) or via Facebook Messenger to Managing Director, Jeremy Samson
- calling 0427 527 224.

## Process for complaints and appeals management

All complaints will be directly escalated to Managing Director, Jeremy Samson.

The Managing Director or sub-contractor will deal with the complaint in the following manner:

**Receiving the complaint** by:

- listening to the complainant, acknowledging the concern, and advising of our complaint's management process
- depending on the type and severity of the complaint, either discussing with the complainant an agreed upon resolution (for smaller matters) or referring the complaint on to a Managing Director for further investigation and action.

The Managing Director is responsible for all further steps where a complain cannot be resolved at step 1. They are responsible for:

1. **Processing the complaint** by:
  - communicating with the complainant.
2. **Investigating the complaint** by:

- examining information relevant to the complaint
- investigating the complaint and determining a response
- communicating with the complainant on the determination and outcome of the complaint and next steps for resolution.
- resolving the complaint in a timely manner and, if delays occur, advising the complainant accordingly.

### 3. Responding to and resolving the complaint by:

- making a decision or referring to the appropriate people for a decision within 7 days of the complaint being received
- informing the complainant of the outcome and the reasons for any decisions made (and if so, what will be done to resolve it)
- resolving the complaint (and how this has been achieved); or if no further action can be taken, the reasons for this
- informing the complainant of any options for further action if required
- if an apology is in order, ensuring that the appropriate person makes the apology and informs the complainant what the organisation intends to do to avoid further grievance.

### 4. Reviewing the complaint.

- If the complainant is not satisfied with the investigation and proposed resolution of their complaint, they will need to seek further review more formally to the NDIS or NDIA or any other related Complaints Handling Authority.

More information can be provided by NDIS Plan managers or for Safe and Ethical Health Care complaints, please visit [hcc.vic.au](http://hcc.vic.au) .

## Cooperation in external investigations

If any person makes a complaint about Time 2 Train to an external body (including police, Ombudsman, Office of Fair Trading or any other Complaints Handling Authority or Commission), the Managing Director shall be responsible for liaising with the body responsible for investigating the issue.

Time 2 Train will fully cooperate in any investigation which may take place. This includes participating in early resolution, conciliation, and/or reporting to the body about resolution and corrective actions if required.

## Record keeping

A complaints register shall be maintained by the business and kept for a minimum of 7 years after the complaint has been made. The register will be maintained within our records management system and will record the following for each complaint or appeal:

- name and contact details of the complainant
- details of the complaint
- actions taken
- date submitted and date closed.

## **Continuous improvement of the complaints management system**

The complaints management policy and process shall be reviewed and evaluated every year when management conducts its annual review of our quality system. This will include:

- review of the Complaints Management System
- corrective actions and improvement opportunities identified to improve the system
- forward plans to ensure continual improvement.

Approved by Jeremy Samson, Managing Director