



Customer Services Complaints Policy (CSC)

Section	Management
Contact	GCC Manager
Last Review	June 2017
Next Review	June 2020
Approval	TBA
Effective Date	July 2017

Purpose:

The purpose of this policy is to promote common-sense resolution of customer service complaints.

Often the quickest and most satisfactory way of dealing with complaints is for the customer to deal directly with the staff member/business unit (Administration/ Early Learning Centre) that provided the service. This gives the staff member/business unit and the customer the opportunity to discuss the matter and come to a quick resolution. It also enables both parties to understand the issues and assists in ensuring that mistakes are not repeated.

Policy:

When dealing with a complaint, we will:

- Attend to complaints quickly and prioritise them accordingly
- Listen to customers and treat them with respect
- Provide explanations and a sincere apology where appropriate
- Provide options to resolve the issue as soon as possible and preferably at the first point of contact unless the problem is complicated
- If the matter is serious, give customers the opportunity to put their concerns to us in writing
- If possible, assign one staff member to handle a customer's complaint from start to finish and ensure the customer knows that person's name and contact details
- Refer matters of importance to the appropriate person to resolve (e.g. Centre Manager, Early Learning Centre Manager)

- Keep a record of the complaint and the relevant facts
- Maintain a recording system to capture complaints data
- Use the complaint data to identify problems and trends
- Provide an outcome of improved service delivery in identified areas
- Provide ongoing staff training for anyone that has customer contact to ensure that proper process is followed when dealing with complaints.
- Meet our legal obligations under the Consumer Guarantees Act 1993 and the Fair Trading Act 1986.

Proactive Measures:

In order to let our customers know that we want to help them with their consumer problems, we will also:

- Provide a suggestion/feedback box
- Carry out satisfaction surveys with existing customers
- Prominently display a notice of our complaints handling policy
- Invite feedback from customers on how their complaint was handled

Audience:

All Staff and Public.

Legal compliance:

Consumer Guarantees Act 1993

Fair Trading Act 1986

Related procedures / documents:

Code of Conduct

Employee Handbook

Document Management Control:

Prepared by:	GCC Manager
Authorised by:	Governance Group
Approved by:	Governance Group Motion#:
Date issued:	TBA
Last review:	June 2017
Next review:	June 2020
Effective Date:	July 2017

Sample Customer Complaints Form

Customer Name:	
Address:	
Phone:	
Email:	
Date Complaint Received:	
Person Receiving the Complaint:	
Division (Administration/ ELC):	
How the complaint was received (phone, in writing/ email, in-person)?	
Describe the service:	
Describe the problem/ complaint:	
What does the customer want done?	
What is the business policy for this complaint?	
What is the agreed solution?	
Action required:	
Date action completed:	
Record of action taken:	
Date complaint resolved:	
Signature:	