



Policy supported

CS_D9000 Customers and Services Policy

Purpose Statement

Community Solutions Group (CSG) is committed to creating a culture whereby feedback is encouraged, recognised and consistently captured.

This procedure has been drafted to inform staff of the procedure for customers/volunteers/staff to lodge a complaint and the process of the complaint resolution.

This procedure aims to ensure CSG maintains professionalism by ensuring that they:

- maintain accurate documentation
- value the process as a means of continual improvement of service delivery
- maintain fairness and equity regarding the complaint
- follow relevant head contractor/external bodies' guidelines.

Scope

This procedure relates to internal and external compliments, complaints and suggestions/queries/concerns received from customers, volunteers, staff and other stakeholders of Community Solutions Group (including all related entities: Community Solutions, SkillsPlus, BRACE, TORGAS).

It also outlines the procedure for a customer to appeal a decision made by the organisation when they are not satisfied with the outcome.

Authority

The Executive General Manager (EGM) CSG is responsible for this procedure.

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Definitions

Feedback Types		Feedback Methods		Providers of Feedback	
Compliments	Complaints	Mail/Form	Phone	General Public	Customers
Observations	Incidents	Face to Face	Web/Email	CRRS / CSL	Ministerial Complaints

Note: Feedback received from the Customer Resolution and Referral Services (CRSS), the National Customer Service Line (NCSL) and Ministerial Complaints will be provided through:

- CoAct's Quality & Assurance Team – DES program (VIC & QLD) and Jobactive program (QLD ONLY)
- AMES Compliance Team – Jobactive program (VIC ONLY)
- Uniting compliance team – (TTW program VIC ONLY)

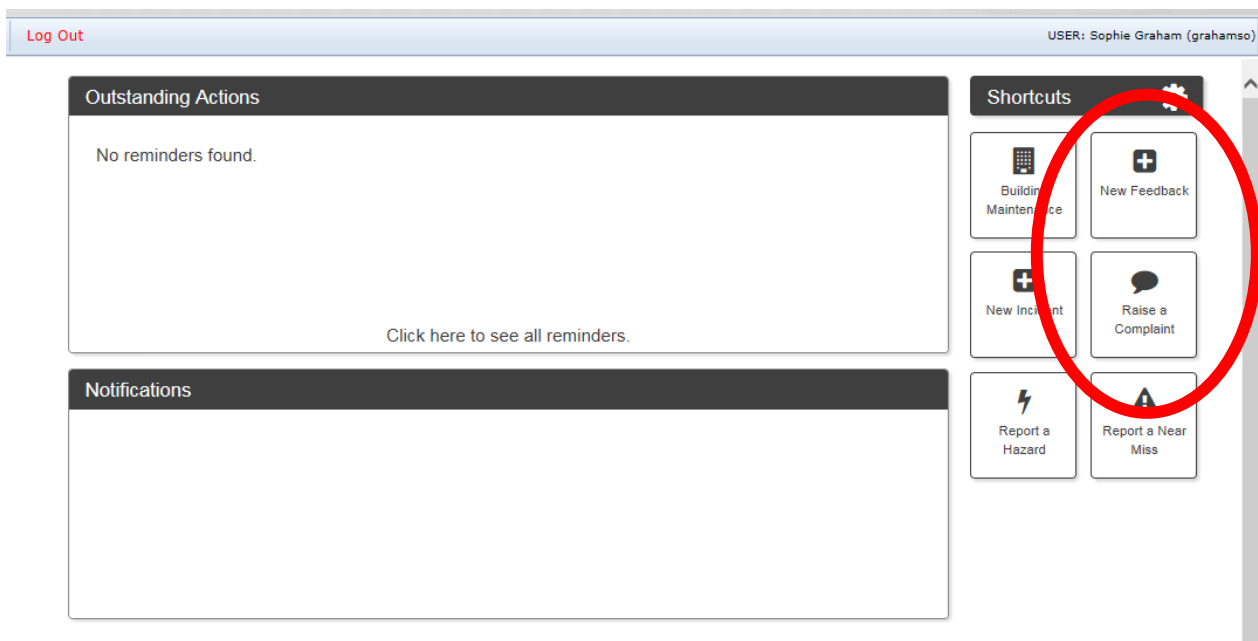
RiskMan

CSG uses an electronic incident management system named RiskMan for reporting of customer feedback which consists of compliments, complaints and suggestions/queries/concerns.

RiskMan can be accessed:

- via the CSG intranet platforms
- via the internet - <https://RiskMan.endeavour.com.au/>

Once logged in to RiskMan, access the New Feedback or Raise a Complaint form (see below screen shot), whichever is appropriate for the type of feedback you are entering:



The screenshot shows the RiskMan interface with a user logged in as 'Sophie Graham (grahamso)'. The main content area is divided into 'Outstanding Actions' (showing no reminders) and 'Notifications'. On the right, a 'Shortcuts' panel is visible, containing several action buttons. The 'New Feedback' and 'Raise a Complaint' buttons are highlighted with a red circle.

Who is a customer?

A customer is someone who receives a service or support from CSG including eligible participants, employers, host organisations, support services etc.

What is a Compliment?

A compliment is where someone wants to congratulate or praise someone.

What is a Complaint?

Is an expression of dissatisfaction made to or about CSG, related to its products, services and staff where a response or resolution is explicitly or implicitly expected to assist the parties to move forward or is legally required.

What is a suggestion/query/concern?

Is where a person has observed or noticed something that they perceive is worth sharing with CSG. It is neither negative nor positive however is worthwhile investigating as it could improve our service.

When does a Complaint turn into an incident?

A complaint turns into an incident when there is even a remote chance that someone could be harmed either physically or emotionally. It could be staff, people in or around the area or the person making the complaint.

What is an appeal?

An appeal is a request by a customer (including students) to review a decision that has been made. With BRACE, for example, this may include student assessment outcomes.

CoAct contracts

Regardless of the way feedback is received, all feedback (compliments, complaints and suggestion/query/concern) relating to services delivered under a CoAct Contract must be entered in the online CoAct Feedback Register (access via Turning Point Website) by the Program Leader as well as in RiskMan. Advising CoAct is a Departmental contract requirement and must be actioned within 24 hours of the feedback being received or incident occurring.

Details of the CoAct requirements and processes can be accessed via the link below
<http://www.esturningpoint.com.au/quality-assurance/customer-feedback>

AMES & Uniting contracts (VIC ONLY)

Within 24 hours of the feedback being received or incident occurring, AMES and Uniting must be notified by the Program Leader or Workforce Solutions Manager - Victoria as well as being entered into RiskMan.

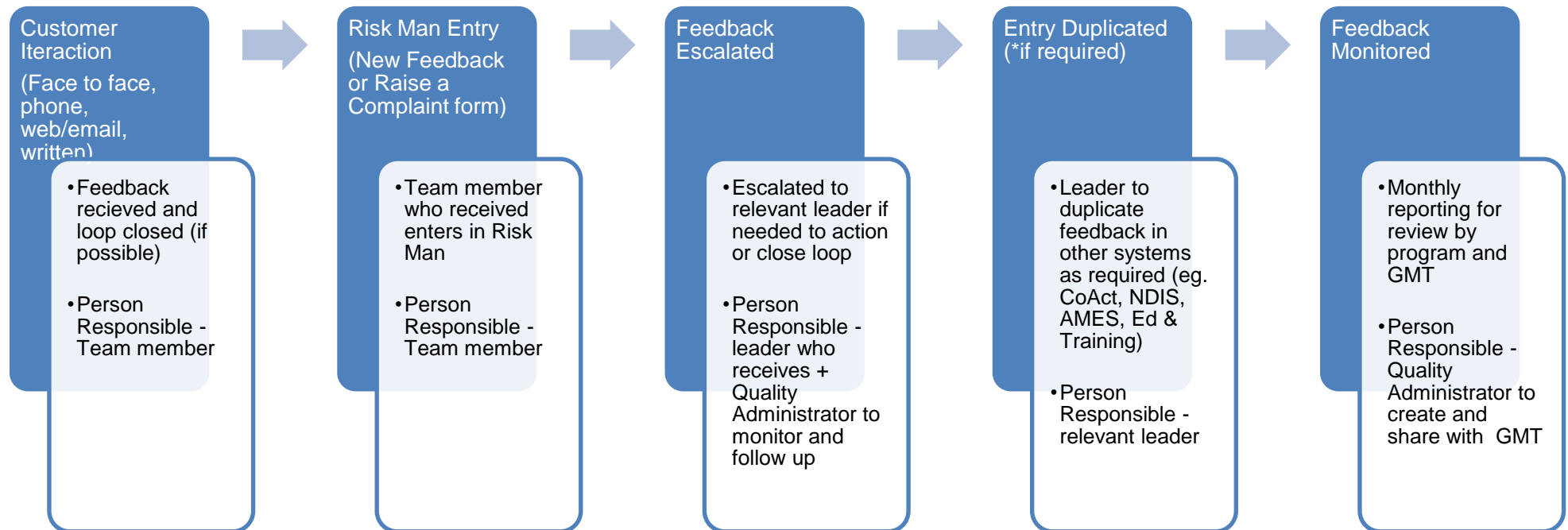
For AMES: emphelpdesk@ames.net.au

For Uniting: james.garrett@vt.uniting.org

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Procedure

Overview of the Customer Feedback Process Workflow



Step 1. Raising the feedback/complaint

- 1.1 Feedback/complaints can be lodged any way including verbally, in writing or by using the **CS_F9006 Quality improvement feedback form** (available from reception, staff or managers).
- 1.2 A branded feedback box, together with a supply of feedback forms will be located on the front reception desk at each site. The box will be cleared daily by a nominated staff member and depending on the nature of the feedback, forms will be forwarded to the appropriate person for actioning and reporting in RiskMan.
- 1.3 In the first instance, customers are encouraged to raise their concerns informally with a staff member. Customers can nominate an advocate to assist on their behalf if they wish to do so.
- 1.4 If it cannot be resolved informally, staff should encourage the customer to put the complaint in writing using the **CS_F9006 Quality improvement feedback form** and/or contact the CSG Community Relations Ambassador or have their details forwarded to the CSG Community Relations Ambassador to arrange contact.

Step 2. Reporting the feedback

- 2.1 All feedback (compliments, complaints and suggestions/queries/ concerns) will be logged in RiskMan **by the team member who receives this feedback** as soon as possible after they have been received.
- 2.2 Once the issue has been logged, the RiskMan system will automatically notify all relevant staff/management who need to be involved with the actioning of the feedback (compliments, complaints and suggestions/queries/ concerns) that was recorded.

Step 3. Investigation of the complaint

- 3.1 The person responsible for managing the resolution of the complaint is to identify the issues raised through careful review of the complaint and then determine who will initiate an investigation. The investigation must be conducted by a manager or above, and by someone who is 'removed' or not directly involved in the complaint within seven days.
- 3.2 The following process for investigating a complaint is to occur:
 - Contact the complainant by phone or in writing and determine the full nature of the complaint and the outcome sought within three days.
 - Identify the service area/staff member/customer/other stakeholder involved.
 - Provide the relevant person with a copy of the complaint and request a meeting with them to verify the facts relating to the issues raised and to substantiate the complaint. Notes are to be taken of the meeting.
 - Determine if there are any other persons involved who can assist in resolving the complaint and, if so, conduct a further meeting and take notes.

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- If a meeting is held with staff or witnesses, notes should be based on the discussion held. Staff should be supported through this process and have access to a support person at these meetings if required.
- Information gathered from these preliminary investigations will be recorded on RiskMan by the investigating manager. The information reported is to address all the issues raised by the complainant.

3.3 Complaints must be resolved within seven business days (where possible).

3.4 The complainant will be kept informed of progress during the complaint investigation process by the Nominated Officer. The Community Relations Ambassador will provide oversight of all complaints.

3.5 SkillsPlus and BRACE students will have their complaint responded to in writing.

Step 4. Appeals process

- 4.1 Customers who are unhappy with a decision made by CSG or the outcome of a complaint can appeal.
- 4.2 Appeals will be reviewed by Managers not involved in the original decisions or resolutions and will be escalated where necessary. Where possible, a response will be provided to the appealing party within 14 days.
- 4.3 Managers should advise service users who remain dissatisfied with the handling of, or outcomes of their complaint that other mechanisms are available for resolving their issue such as DSS, CRRS, Dispute Settlement Centre and the National Training Complaints hotline.

Details:

A free service for Employment Services participants in jobactive and TTW:

Department of Jobs and Small Business
National Customer Service Line
Tel: 1800 805 260
Email: nationalcustomerserviceline@jobs.gov.au

A free service for Disability Employment Service (DES) customers:

Department of Social Services Feedback Coordination Team
Tel: 1800 634 035
Email: complaints@dss.gov.au

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A service that helps people with disability sort out complaints about disability employment:

Complaints Resolution and Referral Service (CRRS)

Tel: 1800 880 052

Email: hotline@workfocus.com

In Victoria, SkillsPlus and BRACE students can access:

National Training Complaints Hotline (Skilling Australia)

Tel: 13 38 73

Email: NTHC@education.gov.au

Skills Victoria Training System (SVTS)

Email: vtg.feedback@edumail.vic.gov.au

Also in Victoria, SkillsPlus students can appeal to the Victorian Registration and Qualifications Authority (Not BRACE)

Victorian Registration Qualifications Authority

Address: Level 4, Casselden Place

2 Lonsdale St

Melbourne Vic 3000

Tel: 0396 372 806

Email: vrqa@edumail.vic.gov.au

A free mediation service for NFP organisations is:

Dispute Settlement Centre of Victoria

SkillsPlus reference D8401/2009

Tel: 1300 372 888

Email: dscv@justice.vic.gov.au

Step 5. Complaints monitoring and reporting

- 5.1 Managers are required to keep records of all correspondence, conversations and meetings with the complainant on the customer file.

Once a satisfactory resolution has been achieved, the matter should be closed out in RiskMan and all documentation should be uploaded to the system.

- 5.2 At the end of each month the Community Relations Ambassador is required to send a copy of the register through to the EGM-CSG. The EGM-CSG office will provide final sign off on all closed complaints.

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Step 6. Reporting to the Board

The Complaints Register is provided as a standing agenda item at all CSG Board Meetings.

Step 7. Compliments

Excellent performance by both customers and staff must be recognised and this feedback needs to be passed on and acknowledged where applicable.

To enable this to happen, all compliments should be recorded in RiskMan so the appropriate person is notified and action taken as required on a case by case basis.

Step 8. Suggestions/queries/concerns

Both positive and negative suggestions/queries/concerns are worth investigating as they can improve our service.

To enable this to happen, all suggestions/queries/concerns should be recorded in RiskMan so the appropriate person is notified and action taken as required on a case by case basis.

Step 9. Staff Training

New staff will be provided with information on complaints management and the use of RiskMan through the Induction process and associated online training.

Step 10. Privacy

Complaints made regarding Privacy Acts or Practices may be investigated by the Information Commissioner, who has power to award compensation against CSG in appropriate circumstances, as well as a further range of enforcement powers and other remedies available.

In Victoria, SkillsPlus and BRACE are bound by the Privacy Act 1988 and the Australian Privacy Principles.

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Related Documents

Policies	CS_D9000 Customers and Services Policy
Guidelines	
Standards/Acts	Human Services Quality Framework (Qld) Human Services Standards (Vic) ISO 9001 National Standards for Disability Services Quality Assurance Framework (QAF)
Form/Info Sheet	CS_F9006 Quality improvement feedback form CS_INFO9008 Customer Feedback – A quick reference guide

Document Control

Date	Version	Amendment	Authorised
26/06/19	2	Pg 1 Scope: updated to include appeals and related entities Pg 2 Definitions: added 'What is an appeal' Pg 5 Section 4 Appeals Process: updated contact details Pg 6 Section 10 Privacy – added Victorian details	D Carlson
09/07/19	3	Pg 4 Added section 3.5 Pg 6 Added Victorian Registration and Qualifications Authority to the list.	D Carlson
19/09/19	4	Pg 2 Screen shot of RiskMan added Pg 4 Process Workflow chart added	D Carlson