

VERSION 1.0

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## FEEDBACK AND COMPLAINTS POLICY

2018

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QUEENSLAND RADIO FOR THE PRINT HANDICAPPED LIMITED

SUITE 3, 17 HENRY STREET, SPRING HILL, QLD 4000

# Feedback and Complaints Policy

## 1. Purpose and Scope

Queensland Radio for the Print Handicapped Limited (here after known as Radio 4RPH) values complaints as they assist us to improve our products, services and customer service.

This policy has been designed to assist volunteers, the Board of Directors, and staff. **Radio 4RPH** is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all customers making a complaint equally.

## 2. Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to staff by members, volunteers, staff member, or member of the public in relation to our business.

## 3. Recording complaints

All complaints made, verbal or written, will be recorded in an cloud-based complaints document administered by the Office Manager, the Station Manager, and the Secretary of the Board at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details.

When taking a complaint, staff will record the name and contact details of the listener, staff member, volunteer, or other individual, as well as full details of the complaint including the date. Details of all communication with the complaint and any actions to resolve the complaint will be recorded in the same place.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues.

The complainant's personal details or details of their complaint will not be divulged to third parties unless we have their written consent.

#### **4. Informing complainant of progress**

**Radio 4RPH** strives to resolve all complaints within ten business days. Written complaints will be acknowledged promptly.

Complainants will be given an approximate timeframe at the time they make their complaint. Complainants will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

Complainants will be informed of any changes to our policies or procedures as a result of their complaint.

Where appropriate, complainants who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.

#### **5. Responding to complaints**

All people making a complaint will be treated with courtesy. Where the complaint can't be resolved immediately, the complainants will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

#### **6. Escalation of complaints**

If a complaint cannot be resolved by the usual complaint process, it should be referred to the Board of Directors and the complainants will be informed and given an amended timeframe for resolution.

If we cannot resolve the complaint to the complainants' satisfaction, we will inform them that it can be escalated to the Australian Communications and Media Authority by visiting [www.acma.gov.au](http://www.acma.gov.au) or calling 1300 850 115.

## **7. Review of complaint handling policy and procedures**

**Radio 4RPH** is committed to continuous improvement and this policy will be reviewed regularly (at least every six months) for effectiveness and updated.

This complaint handling policy is supported by management. We commit to providing this policy to all staff, volunteers, members, and listeners and displaying it in our business.

## **8. References + Resources**

Code of Conduct

Grievance and Dispute Settling Policy

Occupational Health and Safety Policy

Poor Staff Performance and Misconduct Procedure

### **Resources**

Fair Work Australia Website

[www.fwa.gov.au](http://www.fwa.gov.au)

Workcover Authority of QLD website

[www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)

Queensland Industrial Relations Commission

[www.qirc.qld.gov.au](http://www.qirc.qld.gov.au)