

Lady Gowrie Tasmania is the state-wide provider of Inclusion Support Program (ISP) which is funded by the Australian Government Department of Education, Skills & Employment.

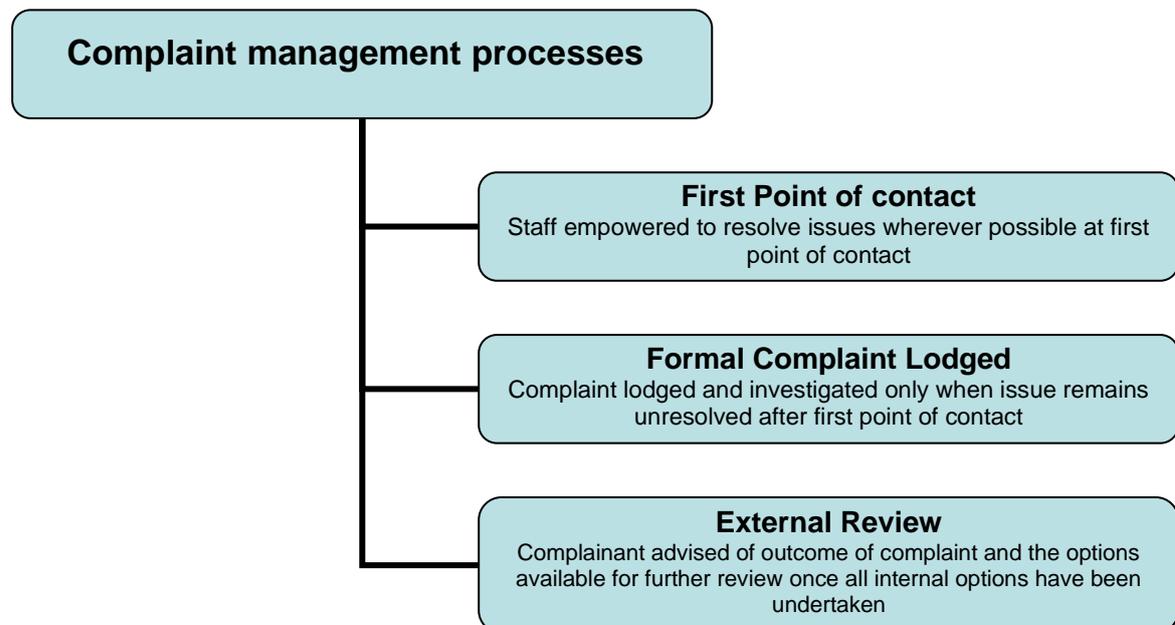
Purpose

The Inclusion Agency (IA) recognises the rights of clients and an effective feedback handling mechanism is essential in providing quality service delivery. Feedback both positive and corrective is a valuable and important tool for the IA and Inclusion Professional (IP) as it supports us to identify the needs of our clients and stakeholders, understand any business shortcomings, increase client satisfaction and improve overall performance.

It is also a measure of client satisfaction. It provides positive feedback about aspects of the service that work well and is a useful source of information for continual improvement when there is a level of dissatisfaction with the service offered. Quality customer service consists of providing the appropriate service at the outset. Dealing with complaints is an opportunity for service recovery and continual improvement.

As the Inclusion Agency (IA) for Tasmania, Lady Gowrie Tasmania has a complaint handling strategy in place to provide an organised way of responding to complaints within the ISP. This involves recording, reporting and using complaints to improve service provision to clients. It includes procedures for clients to make complaints and guidelines for staff to resolve them. It provides information that can assist them to prevent customer dissatisfaction in the future.

Part of Lady Gowrie Tasmania's commitment to excellence in service delivery is to encourage positive and corrective feedback. Lady Gowrie Tasmania welcomes compliments if you are particularly impressed with any aspect of our service and are happy to listen to your complaints and guide you through the complaints handling and problem solving process.



The ISP complaints management procedures are based on a staged approach to receiving, recording, responding to and reporting on complaints. The process recognises that, before a complaint is lodged, every effort will be made to resolve an issue at the point of contact.

Submitting a Complaint

Clients who are genuinely not happy with the level of service provided by The Inclusion Agency (IA) or who have a specific complaint against a specific employee are invited to take the course of action outlined below. We will endeavour to acknowledge receipt of your complaint **within three working days** of receiving it. Every effort will be made to resolve client dissatisfaction promptly.

Step One – First point of contact: clients are asked to discuss all complaints with the person concerned in the first instance. If the matter is resolved to your satisfaction at this stage, the issues or concerns do not need to be recorded as a complaint under these procedures.

Although not recorded as a complaint, the information attaining to this will be communicated with the IA Team Leader who will determine whether it should be added to the continual improvement register.

Only when this process is unsuccessful in resolving an issue or concern to the satisfaction of the client should a formal complaint be lodged for an internal investigation – see step two.

Step Two: A straight forward complaint may easily be dealt with by telephoning the Inclusion Agency. Should a resolution not be arrived at quickly, clients should notify Lady Gowrie Tasmania Support Services Program Leader in writing. Clients are asked to write down all relevant details of the complaint, including desired outcome, using the **Client Complaint Report** available on request to the Helpline on **1800 647 718** or Lady Gowrie Tasmania Website, for downloading. Email to inclusion@gowrie-tas.com.au

Step Three: The Business Development & Research General Manager (BD&R GM) shall be the designated person to manage complaints which were unable to be effectively resolved using **Step One** and **Step Two**.

Responding to your complaint

Once a complaint is lodged, it will immediately be forwarded to the Support Services Program Leader who will endeavour to acknowledge receipt of the complaint within three working days. If the complaint remains unresolved, the Support Services Program Leader will refer the complaint to the BD&R GM who will investigate the grounds for the complaint and undertake to respond to the client within 20 working days.

The investigation process must be objective, reasonable and conducted in good faith. Decision must be made on the weight of the evidence and on the balance of probabilities. Investigating a complaint may include:

- Clarifying the details within the complaint
- Gathering and analysing information from relevant documents/persons etc.
- Reviewing previous administration decisions or actions
- Interviewing relevant personnel
- Reviewing relevant policies, procedures, ISP guidelines and/or legislation

It is recognised that complex matters may require a more detailed, structured investigation to be conducted.

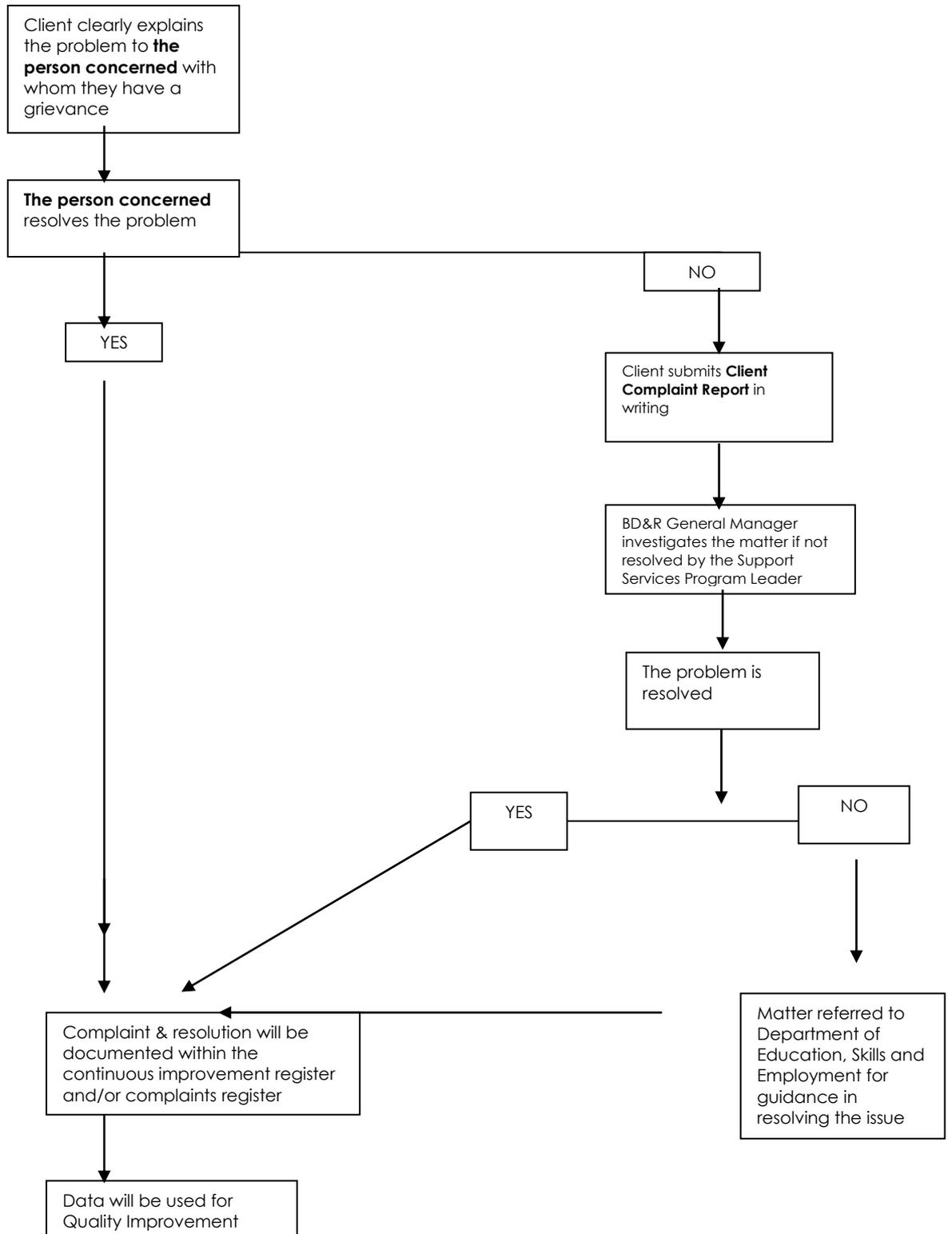
If the complainant remains dissatisfied, arrangements for informal counseling between the complainant and the BD&R GM will be organised in an attempt to resolve the complaint where, if appropriate, an independent third party acceptable to both applicant and BD&R GM could be used to assist in resolving the complaint.

3. If the complainant remains dissatisfied the BD&R GM will contact the Australian Government Department Education, Skills and Employment for guidance in resolving the issue.

Correspondence regarding complaint outcomes will be documented in the complaints register and complainant will be informed in writing outlining the key findings and/or recommendations made concerning the complaint. All information relating to the resolution process will remain confidential within the scope of Lady Gowrie Tasmania's contract responsibilities.

Please refer to the diagrammatic version of Lady Gowrie Tasmania, Inclusion Agency Complaints Policy attached.

COMPLAINT PROCEDURE



Complaints/Feedback Form

1. Your Contact Details

Family Name: Given Name:

Organisation:

Address:

Suburb: Post Code:

Phone: (hm) (wk) (mobile)

2. Are you a...(please tick box)

ECEC Service Individual Other Stakeholder Contractor

Other (Please specify)

3. Is the feedback or complaint about an action of...(please tick box and give details)

An Inclusion Professional

A trainer/consultant

Other

4. Have you discussed your matter with a person the complaint is addressed at?

Yes No – go to Question 5

If yes when? Who dealt with the matter?

What was the result?

5. Please give details of your feedback or complaint and the outcome you are seeking. **Please provide all relevant details (You should normally complain within three months of the event concerned). You may wish to attach further documentation.**

Date:

Signature:

FOR OFFICE USE ONLY

Complaint/Feedback Action Taken

Acknowledgement letter sent

Date

Signature:

Name:

If not resolved within 3 business days: BD&R advised

Date

ACTION TAKEN:

Signature:

Name:

REVIEW: Once process is completed, review details of complaint with a view to incorporating improvements:

RECOMMENDED IMPROVEMENTS:

Program Leader Name & Signature:

Date: