

Lady Gowrie Tasmania Inclusion Support Program (ISP) Complaints Handling and Problem Solving Mechanisms

Lady Gowrie Tasmania is the state-wide provider of Inclusion Support Programme (ISP) which is funded by the Australian Government Department of Education and Training.

Rationale

Lady Gowrie Tasmania recognises the rights of clients. An effective complaints handling and problem solving mechanism is an essential part of providing a quality service. 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 and problem solving 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 to managers and staff that can assist them to prevent customer dissatisfaction in the future.

An effective complaints system will benefit Lady Gowrie by:

- creating a second chance to provide service and satisfaction to dissatisfied clients
- identifying areas that need improvement
- assisting in planning and allocation of resources.

Part of Lady Gowrie'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.

Submitting a Complaint

Clients who are genuinely not happy with the level of service provided by Lady Gowrie Tasmania Inclusion Agency or who have a specific complaint against a specific Inclusion Professional 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: You are asked to discuss all complaints with the person concerned in the first instance.

Step Two: A straight forward complaint may easily be dealt with by telephoning Lady Gowrie Tasmania. Should a resolution not be arrived at quickly, clients should notify Team Leader Inclusion Agency in writing. You 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 email to inclusion@gowrie-tas.com.au

Step Three: the Professional Development and Support General Manager shall be the designated person to deal with complaints which were unable to be effectively resolved using **Step One** and **Step Two**.

Responding to your complaint

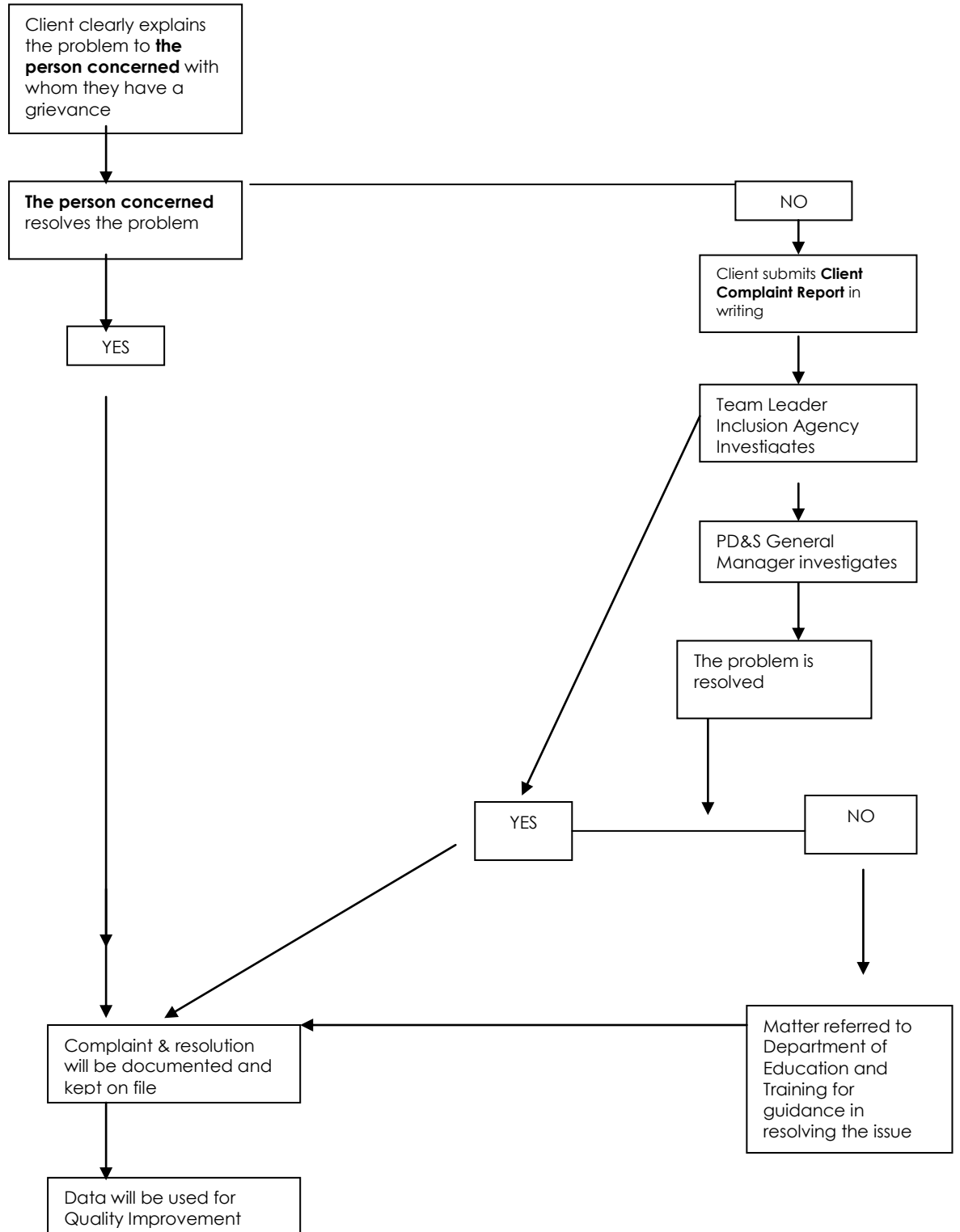
1. We will endeavour to acknowledge receipt of your complaint within three working days. Following this, Team Leader Inclusion Agency will investigate the grounds for your complaint and undertake to respond to you within 21 days.
2. If you remain dissatisfied, arrangements for informal counseling between you and the Professional Development and Support General Manager will be organised in an attempt to resolve the complaint where, if appropriate, an independent third party acceptable to both applicant and General Manager could be used to assist in resolving the complaint.
3. If the applicant remains dissatisfied the Professional Development and Support General Manager will contact the Australian Government Department Education and Training for guidance in resolving the issue.
4. Where problem-solving with Department of Education and Training is unable to resolve the matter, an independent body may assess the complaint.

Correspondence regarding complaint outcomes will be documented and you will be informed in writing. All information relating to the resolution process will remain confidential within Lady Gowrie Tasmania.

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

Lady Gowrie Tasmania Inclusion Support Programme

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)

Children's 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 ISP staff member

Gowrie Training 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:

Manager Signature:

Date:

Name of Manager:

If not resolved within 5 business days: CEO advised

Date:

ACTION TAKEN:

Managers/CEO Signature:

Date:

Name of Manager:

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

RECOMMENDED IMPROVEMENTS:

Managers Name & Signature:

Date: