

QD 5402: Complaints Policy

1.0 PURPOSE

To provide an interested party with the opportunity to make a complaint about the delivery of services provided by Endeavour Foundation.

To provide all individuals with the most effective and efficient complaint management system that is user friendly and responsive in a timely manner.

To establish a complaints handling process that actively protects the right of any person to lodge a complaint without fear of retribution.

To establish a single point of contact for complaints to ensure they are appropriately documented and responded to.

To provide support to managers at all levels with a robust procedure for conducting 'fact-finding' and supporting investigations into complaint matters.

To ensure the organisation is managing complaints in accordance with all state and territories' relevant acts and laws, the Australian Complaint Handling Standard ISO AS 10002:2014 and Endeavour Foundation's **Complaints Management Procedure (QP5402)**.

2.0 SCOPE

Endeavour Foundation recognises that feedback is an extremely valuable method to review the way we provides services and people have the right to question and influence decisions made and the services provided by the organisation.

The Complaint Policy promotes a consistent understanding and approach across Endeavour Foundation's departments and divisions for responding to, managing, processing and appropriately documenting complaints. This will be used to evaluate our systems, processes and client engagement mechanisms, and improve outcomes for the organisation.

This policy requires the appropriate documentation and acknowledgment of all complaints by the Complaints and Incident Management Unit (CIMU). CIMU register and monitor all matters on their case management system and must be responded to within strict timeframes, as outlined in the **Complaints Management Procedure (QP5402)**. A consistent approach in the complaints handling process actively protects the right of any person to lodge a complaint without fear of retribution.

3.0 POLICY

3.1 Endeavour Foundation welcomes complaints from any individual in relation to its services.

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- 3.2 The complaints management process is an integral part of Endeavour Foundation's compliance framework.
- 3.3 Endeavour Foundation recognises that the existence of such a policy provides a guide into its ability to comply with its legal and ethical obligations.
- 3.4 Endeavour Foundation also maintains confidentiality for individuals who raise complaints in accordance with its **Privacy Policy (QD 5013)**.

4.0 DOCUMENTATION

Policies & Documents

- Privacy Policy (QD 5013)

Procedures

- Complaints Management Procedure (QP 5402)

Forms

- Complaint Form (QF 5402.01)