

QD 5402: Complaints Policy

1.0 PURPOSE

To provide any interested party with the opportunity to make a complaint about Endeavour Foundation.

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

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

To provide support to managers at all levels with a robust procedure for reviewing all 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 AS/NZS 10002:2014 and Endeavour Foundation's (QP 5402) Complaints Management Procedure.

2.0 SCOPE

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

The Complaints Policy promotes a consistent understanding and approach across Endeavour Foundation's 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.

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

Endeavour Foundation welcomes complaints from any individual. The complaints management process is an integral part of Endeavour Foundation's compliance framework

Endeavour Foundation recognises that the existence of such a policy provides a guide into our ability to comply with legal and ethical obligations.

Endeavour Foundation also maintains confidentiality for individuals who raise complaints in accordance with its **Privacy Policy (QD 5013)**.

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4.0 DOCUMENTATION

Policies & Documents

- Privacy Policy (QD 5013)

Procedures

- Complaints Management Procedure (QP 5402)

Forms

- Complaint Form (QF 5402.01)