

COMPLAINT MANAGEMENT PROCEDURE

1. PURPOSE

CGH Group is committed to seeking and receiving feedback from stakeholders and ensures that complaints are handled in a fair, effective, confidential and timely manner.

Our complaints management process intends to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way
- boost confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our services, staff and complaint handling.

This procedure provides guidance to our staff and people who receive or wish to make a complaint.

2. SCOPE

All staff should act in accordance with this procedure as well as any other internal documents providing guidance on the management of complaints.

Staff should also consider any relevant legislation and/or regulations when responding to complaints.

3. ROLES & RESPONSIBILITIES

The Branch Manager/ General Managers:

- Provide adequate support and direction to staff responsible for receiving and handling complaints and assist them in resolving complaints promptly.
- Regularly review reports about complaint trends and issues arising from complaints.

Operational staff

- Understand and comply with CGH Group's complaint handling practices.
- Treat all people with respect, including people who make complaints.
- Provide feedback to management on issues arising from complaints.
- Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.

4. REFERENCE DOCUMENTATION

- Harassment Free Workplace Policy
- Code of Conduct Policy
- Disciplinary Procedure

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|-----------|-----------------|-------------------------|
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5. PROCEDURE

Complaints can be received in numerous ways, informally (i.e. phone call) or formally (i.e. via the complaints section on our website)

5.1 OBJECTIVITY AND FAIRNESS

We will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

We accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

Complaints will be addressed with integrity and in an equitable, objective and unbiased manner.

We will ensure that:

- people making complaints will not be victimised or adversely affected because of making a complaint.
- This person will be impartial; that is, he or she will not favour the complainant or the respondent or prejudice the complaint in any way.
- both the person complaining (the complainant) and the person being complained about (the respondent) have the opportunity to present their version of events, provide supporting information and respond to any potential negative decisions

5.2 EARLY RESOLUTION

Where possible, complaints will be resolved at first contact with CGH Group. Our staff are empowered to resolve complaints promptly and with as little formality as possible. We will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives.

The three levels of complaint handling

- Level 1 – First contact complaint handling and early resolution of complaints
- Level 2 – Management review and/or further investigation of issues raised and facilitation of resolution
- Level 3 - External review of complaints and/or complaint handling by organisations

5.3 ACKNOWLEDGEMENT OF COMPLAINTS

We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

We will acknowledge receipt of each complaint promptly, and preferably within 24hrs. Consideration will be given to the most appropriate medium for communicating with the person making a complaint.

5.4 INITIAL ASSESSMENT

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

5.5 ADDRESSING COMPLAINTS

After assessing the complaint, we will consider how to best manage it.

To manage a complaint we may:

- Give the person making a complaint information or an explanation
- Remedy or resolve the issue
- Gather more information and investigate the claims made in the complaint.

Which actions we decide to take will be tailored to each case and take into account any statutory requirements.

We will keep the person making the complaint up to date on our progress, particularly if there are any delays.

If in the course of investigation, we make any adverse findings about a particular staff member the CGH Group's Disciplinary Procedure will be followed

5.6 FOLLOW UP

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them;

- the outcome of the complaint and any action we took
- the reason/s for our decision
- the remedy or resolution/s that we have proposed or put in place, and
- any options for review that may be available to the complainant, such as an internal review, external review or appeal.

We will ensure that outcomes are properly implemented, monitored and recorded

5.7 ANALYSIS AND EVALUATION

We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis

Regular reports will be run on:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints
- systemic issues identified, and

Analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

Both reports and their analysis will be provided to senior management for review.

5.8 MONITORING OF THE COMPLAINT MANAGEMENT PROCESS

We will continually monitor our complaint management system to;

- ensure its effectiveness in responding to and resolving complaints, and
- Identify and correct deficiencies in the operation of the system.
- monitoring may include the use of audits, complaint satisfaction surveys and online

5.9 JOBADDER REQUIREMENTS

All Client and Candidate complaints will be recorded in the applicable records in JobAdder as a Note, Client Comment or Candidate Comment.

Information recorded will include;

- the details of the complaint
- how we managed the complaint
- the outcome/s of the complaint

6. RECORDS MANAGEMENT

Records shall be maintained and stored in accordance with [SYSPRO003 Record Retention, Archiving and Destruction Procedure](#).

Changes made to this document since its last issue, which affect its scope or intent, are detailed in the below table.

| Amendment Date | Version | Description of Amendment since last version |
|----------------|---------|---|
| 10/04/2019 | 5 | Complaint tracking form & complaints and feedback form no longer required |
| 10/04/2019 | 5 | Feedback@corestaff no longer in use for complaints |
| 26/07/23 | 6 | Became a CGH Group Procedure rather than a CoreStaff Procedure |