Complaints Policy

**Purpose**

The purpose of this policy is to set out Live Smart Exercise Physiology’s complaints policy. The aim is to build a culture of customer service and excellence through knowledge, empowerment, skills and processes to ensure any complaints are properly investigated. All customer feedback and complaints will be used as opportunities to not only resolve clients’ concerns, but to build knowledge and continuously improve the services.

**Scope**

The policy applies to the sole trading business Live Smart Exercise Physiology.

**Responsibility**

All complaints will be dealt with professionally, promptly and courteously, and where appropriate provide assistance and information to the clients looking to make a complaint in accordance with this policy.

**Policy Statement**

Grievances may arise as a result of dissatisfaction with the business’ quality of services provided or potentially from within the rehabilitation worksite, if applicable (e.g. gym location).

Note: The complainant may choose to remain anonymous. The process of review and investigation by Live Smart Exercise Physiology will aim to follow the same process.

Live Smart Exercise Physiology has adopted a tiered approach to handling the differing types of complaints.

**Tier 1: Complaint handling at individual level (informal)**

Wherever possible, complaints are best resolved informally by the people involved. In the first instance a complaint should be directed to the business owner (myself as sole trader). Complaints at this stage may or may not be in writing.

Once a complaint is received the business owner shall take action to ensure a full understanding of the issue before endeavoring to resolve it directly with the people involved.

In all cases, the complaint shall be dealt with in a fair, prompt and professional manner. The complaint shall be documented, and if required a written response shall be provided in seven (7) days otherwise the complainant will be provided with an explanation as to when a response will be forth coming.

The majority of complaints should be able to be resolved without progressing beyond this first tier of the process.

**Tier 2: Formal Internal review or investigation**

A complaint may be dealt with by way of a more formal review or investigation if it;

* Is of a very serious nature or
* Has already been dealt with at Tier 1 and the complainant is not satisfied with the process or outcome.

All Tier 2 level complaints shall be documented, and a written response shall be provided within 14 days. Otherwise the complainant will be provided with an explanation as to when a response will be forth coming.

**Tier 3: Independent review or investigation**

Live Smart Exercise Physiology ensures all clients are aware of and supported to access the Live Smart complaints management system.

In addition they will be made aware of and supported to access alternative avenues for independent review and investigation of complaints (e.g. the NDIS Commission, Exercise Sports Science Australia, etc).

**Guiding principals adopted for the management of complaints:**

* Be courteous, protect the complainant’s confidentiality and privacy and offer whatever assistance they need to lodge a complaint, recognizing their right to be heard without fear of retribution.
* All complaints will be taken seriously.
* Promptly acknowledge and be fair, objective and professional in the assessment of complaints.
* Endeavor to resolve matters to the satisfaction of all parties.
* Use client feedback to continually improve the quality of services.

All complaints are captured in the business’ record keeping system.

**Definitions**

For the purpose of this policy a complaint is any unresolved expression of dissatisfaction raised with the business by, or on behalf of a client, that relates to the business’ services, the performance, behavior or conduct of the business owner.

**Reference Documents:**

This policy has been in part developed in line with the NDIS policies. Refer to policy.

* NDIS (Complaints Management and Resolution) Rules 2018
* NDIS Quality and Safeguards Commission – Complaints Management and Resolution Guidance Version 1 May 2018
* <http://www.ndiscommission.gov.au/about/complaints>

Document Control

|  |
| --- |
| Policy Name: Complaints Policy |
| Owner: | Steven Jeffery | Applies to: | Steven Jeffery |
| Version: | V1.0 | Approved by: | Steven Jeffery |
| Version date: | 26/9/19 | Next review date: | 26/9/22 |