

# **POLICY Complaints Compliments and Ideas**

## **1. PURPOSE**

The purpose of this policy is to define the manner in which Senses Australia will deal with complaints, grievances or comments in relation to all of its activities and actions.

## **2. SCOPE**

This policy applies to clients, employees and any other party who wishes to provide feedback on Senses Australia’s activities and actions.

## **3. POLICY STATEMENT**

Senses Australia welcomes complaints, comments, suggestions and compliments from its clients, employees and the general public and believes that such involvement in the manner in which Senses Australia undertakes its activities, benefits Senses Australia.

Senses Australia will encourage complaints, comments, suggestions and compliments from its clients, employees and the general public.

Senses Australia will deal with complaints, comments, suggestions and compliments in a manner which is prompt, fair to all parties, courteous; confidential and given high priority for resolution and remedy ensuring that there is no retribution for the comments made.

Senses Australia will review the complaints, comments, suggestions and compliments it receives to ensure that they lead to service improvement.

<b>RELATED POLICIES</b>
POLICY Privacy and Confidentiality
POLICY Safeguarding for Clients

<b>SUPPORTING QMS DOCUMENTS</b>
PROCEDURE Complaints, Compliments and Ideas
FORM Compliments, Complaints and ideas

<b>RELEVANT LEGISLATION OR STANDARDS</b>