

## **Goals of the policy**

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We value complaints as they assist us to improve our products, services and customer service. Ubercare is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all parties making a complaint equally.

## **Definition of a complaint**

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Complaints are defined as any expression of dissatisfaction or grievance made to staff by a customer or member of the public in relation to our business.

## **Recording complaints**

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All complaints made, verbal or written, will be recorded in Ubercare's client management system. The complaint should be recorded by the staff member who took the details.

Details of all communication with the customer and any actions to resolve the complaint will be recorded in the same place. Ownership of the complaint resolution process falls upon the person who recorded the complaint, however, Ubercare management will be notified automatically about all new complaints.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues.

Customers' personal details or details of their complaint will not be divulged to third parties unless we have their written consent.

## **Informing customers of progress**

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We strive to resolve all complaints within 7 days. Written complaints will be acknowledged promptly.

Customers will be given an approximate timeframe at the time they make their complaint. Customers will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

Customers will be informed of any changes to our products or services as a result of their complaint.

Where appropriate, customers who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.

## **Responding to complaints**

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All people making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact.

If the complaint can't be resolved immediately, the customer will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

## **Escalation of complaints**

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If a complaint cannot be resolved by the usual complaint process, it should be referred to the General Manager and the customer will be informed and given an amended timeframe for resolution.

If we cannot resolve the complaint to the customer's satisfaction, we will inform them about where they can take further action (e.g., Aged Rights Advocacy Service (ARAS), Health & Community Complaints Commissioner (HCSCC), National Disability Advocacy Program).

## **Review of complaint handling policy and procedures**

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Ubercare is committed to continuous improvement and this policy will be reviewed regularly (at least every 12 months) for effectiveness and updated.

This complaint handling policy is supported by management. We commit to providing this policy to all staff and displaying it in our business for customers.