

Statement of Intent

- CCT is committed to determining customer requirements to enhance satisfaction through encouraging and utilizing feedback in a timely manner.
- We recognise and promote the right of all client/passengers to complain without fear of retribution or compromising the quality of the service they receive.
- CCT policy is to use feedback as a tool for process improvement, and foster a “no blame” culture.

Definitions:

- A compliment is any expression of satisfaction made by a client or passenger in respect of the service offered by CCT.
- A complaint is any expression of dissatisfaction made by a client or passenger in respect of the service offered by CCT.

Responsibilities

1. Executive Officer (EO)

- a. Monitoring complaints and addressing those sent directly or referred by the management team.
- b. Reporting complaint status to the Management Committee (MO) each month.
- c. Ensuring that all complaints are responded to and resolved within policy timeframes.

2. Team/Volunteers

- a. Encouraging clients and passengers to make compliments or complaints on the service using the comment card or verbally if they prefer.
- b. Assisting passengers to make a compliment or complaint if required.
- c. Reporting compliments and complaints to your manager as soon as possible and before the end of the shift, - if you doubt your memory – make a note of it at the time, and include time, date, content and the passenger name and phone number.
- d. Be careful not to acknowledge fault or liability and under no circumstances do you offer to make reparation. Correct procedure is to:
 - i. listen courteously and
 - ii. say you are sorry they are having a problem/been inconvenienced.
 - iii. advise the client that CCT Management will be advised and who will contact the client/passenger (as relevant) as soon as possible but within 5 working days to work with them to resolve the complaint.

Procedure

1. In the first instance the client/passenger is encouraged to raise their compliment or complaint either by filling in the appropriate form (Compliments Form QSE 1.6.2.2 or Complaints Form QSE 1.6.2.1) or speak with the team member concerned if they feel comfortable about doing this. The compliment or complaint can also be made online at our website www.communityconnect.org or externally by either:

The Manager
Service Funding
Transport for NSW
Locked Bag 5310
Parramatta NSW 2124

Phone: 02 9689 8888

- Or: People aged 65 years and older, or Aboriginal and Torres Strait Islander people aged 50 and older, can contact the Australian Government's Aged Care Complaints Scheme.
Phone: 1800 550 552
Web: agedcarecomplaints.govspace.gov.au
- Or: People with a disability under the age of 65, or Aboriginal and Torres Strait Islander people under the age of 50, can contact the NSW Ombudsman.
Phone: 02 9286 1000
Address: Level 24, 580 George St, Sydney NSW 2000
2. If the client/passenger is not satisfied with the outcome of step one, or is not happy to discuss the issue with the team member concerned, they can contact the CCT Manager, or use an advocate to negotiate on their behalf.
 3. If the issue is still not satisfactorily resolved, the passenger should raise the issue with the CCT EO or other member of the Management Committee or a nominated outside intermediary - see no. 5 of this policy.
 4. The client/passenger must be informed of the outcome of their complaint, and asked for their feedback on the complaints procedure.

Steps

1. All complaints are to be fully documented by the driver/team member if provided verbally by the passenger, using [QSE 1.6.2.1 Complaints Form](#) and clearly stating it is a complaint.
2. Drivers/team members affected by the complaint should be fully informed of all facts by the manager who receives the complaint, and given the opportunity to put their case forward.
3. All complaints must be acknowledged to the client/passenger (or their advocate) **within 5 working days**. This may be done by phone if the phone number is available or otherwise in writing by post.
4. The manager investigates the complaint by discussing it with the people involved, including the client/passenger who complained, the team member involved, and reviewing all relevant circumstances.
5. The manager makes a decision on what action is required to resolve the complaint which may include, time scheduling changes, changes of policies or procedures, different vehicle allocation, team training, or one on one counselling.
6. All steps should be completed and the client/passenger informed within 21 days of registering the complaint.
7. The client/passenger is informed of the outcome in writing by the manager. The manager includes in the letter advice on appeal options and the name and addresses included in no. 5 above.
8. The manager completes the [QSE 1.6.2.1 Complaints Form](#), attaching copies of all documentation associated with the complaint and files it in the "Complaints" folder, which is kept as per [QSE 1.4.1 Records Register](#).
9. The manager enters the complaint in [QSE 1.6.4 Complaints Register](#).
10. All complaints are reported at the monthly Management Committee meeting.

Exceptions

- If the complaint is unable to be resolved within 21 days, the client/passenger must be given a progress report within that time, and a further reporting timeframe set, within 21 days.

Additional Information

Feedback from client/passengers is important in ensuring that services are continuing to meet needs and for planning appropriate services. An important source of feedback is complaints from client/passengers and these are welcomed and encouraged by Community Connect.

All client/passengers should be made aware of their right to complain, and should fully understand the complaints procedure and the use and availability of advocates. Any client/passenger has the right to use an advocate of their choice to negotiate on their behalf with the team members of Community Connect.

Client/passengers have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with confidentially, fairly, promptly and without discrimination.

Appropriate team members should take steps to ensure that client/passengers feel comfortable to continue accessing the service after making a complaint.

Confidentiality

As far as possible, information regarding complaints shall be kept confidential amongst team members and other individuals directly concerned with its resolution. The client/passengers permission should be obtained prior to any information being given to other parties which it may be desirable to involve in order to satisfactorily resolve a complaint.

Associated Documents:

QSE 1.6.2.1 Complaints Form

QSE 1.6.2.2 Compliments Form

QSE 1.6.4 Incidents, Compliments & Complaints Register