

INDIAN OCEAN GROUP TRAINING ASSOCIATION INCORPORATED	Approved By: General Manager	Q-0405	
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CUSTOMER FEEDBACK / COMPLAINT

1. OBJECTIVE & SCOPE

This policy describes the system implemented by Indian Ocean Group Training Association (IOGTA) when handling customer feedback / complaints. This system applies to all activities carried out by the Association.

2. DESCRIPTION

2.1 LOGGING THE FEEDBACK / COMPLAINT

2.1.1 Any feedback / complaint received about the conduct of, decision made by, or services provided by the Association and/or its employees or contracted third-parties, may be submitted verbally to a staff member of the Association or in writing directly to the General Manager.

2.1.2 At all times IOGTA Staff shall treat the client / customer making the feedback / complaint as follows:

- clients / customers shall be treated with dignity & respect
- clients / customers shall have information and / or translation in their first language, if required
- all feedback / complaints are to be treated confidentially

2.1.3 IOGTA staff receiving the feedback / complaint shall document it on the Customer Feedback / Complaint form located on the Associations website, detailing the following:

- name of person making the complaint or providing feedback
- contact number
- email (if applicable)
- date
- describe the nature of feedback / complaint
- record IOGTA staff member name completing the form
- note remedial action already taken (where appropriate)

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The completed feedback / complaint form is to be provided to the Associations General Manager who will record the feedback / complaint in the complaints register and facilitate further follow-up / investigation as required.

2.2 RESPONSE & OUTCOME

- 2.2.1 Any feedback / complaint requiring a response will be responded to within 7 working days in attempt to resolve the feedback / complaint.
- 2.2.2 All feedback / complaints shall be thoroughly investigated and dealt with through to satisfactory resolution by the General Manager.
- 2.2.3 If the complainant is not satisfied with the response, the complainant can refer the matter to the Management Committee or to other relevant external Departments. e.g. the Department of Human Services for matters relating to Employment Services, the Department of Training and Workforce Development for matter relating to the Group Training of apprentices or trainees, or ASQA for training matters.
- 2.2.4 Any corrective action implemented as a result of an investigation shall be implemented promptly & a follow-up / review shall be conducted no later than two weeks from the implementation date.
- 2.2.5 Where applicable, procedures and work instructions shall be revised to include actions taken as a result of the corrective action implemented, to prevent any chance of reoccurrence.
- 2.2.6 Status of significant complaints received shall be reported at Management Committee meetings.

3. **RESPONSIBILITY & AUTHORITY**

- 3.1 It is the responsibility of all IOGTA staff to treat any feedback / complaint received in a manner as described in 2.1.2.
- 3.2 Any IOGTA staff receiving feedback / complaint shall forward the completed Customer Feedback / Complaint form to the General Manager within one (1) business day of the complaint being recorded.

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- 3.2 The General Manager has the authority & responsibility to investigate, initiate or approve all responses to feedbacks / complaints prior to release to the complainant.
- 3.3 The General Manager is responsible to ensure that all significant feedback / complaints received are tabled at Management Committee meetings.
- 3.4 It is the responsibility of the Management Committee to investigate all responses to feedback / complaints if the matter had been referred to them by the complainant.

4. DOCUMENTATION

- 4.1 Customer Feedback / Complaint form
- 4.2 Feedback / Complaint Register