



COMPLAINTS POLICY

Goals of the policy

We value complaints as they assist us to improve our products, services and customer service.

This policy has been designed to assist both customers and staff. Design | Learn | Empower (DLE) 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 customers making a complaint equally.

We will display our complaint handling policy and procedure on our website so customers have a clear understanding of processes and procedures to be followed when complaints arise.

Definition of a complaint

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

All complaints made, verbal or written, will be recorded in DLE SkyDrive Account at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details.

When taking a complaint, staff will record the name and contact details of the client, as well as full details of the complaint including the date. Details of all communication with the customer and any actions to resolve the complaint will be recorded in the same place.

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

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

Informing customers of progress

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

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

Clients 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

All people making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. If appropriate to the complaint, frontline staff can offer a repeated or private session to resolve a complaint immediately. Complaints will still be recorded.

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.

Management can resolve a complaint by:

- Offering private course session
- Change in assessment tasks to fit the needs of the client, yet not deviate from the teaching standards and outcomes of the course
- Offering a comparable course with a competitor business

Escalation of complaints

If a complaint cannot be resolved by the usual complaint process, it should be referred to DLE owner and the client 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., Office of Fair Trading, NSW Institute of Teachers).

Review of complaint handling policy and procedures

Design | Learn | Empower is committed to continuous improvement and this policy will be reviewed regularly (at least every six 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.

Signed by

Phillippa Cleaves

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