

PRO.008 Complaints

1. Purpose and Scope

To ensure all complaints and appeals are managed effectively and efficiently to meet customer expectation, minimise business risk, and provide opportunities for improvement.

2. Definition

A complaint is an expression of dissatisfaction of services provided. A complaint may be received in any format and will be accepted verbally or in writing.

3. Complaints

All complaints are managed by the Managing Directors who will delegate investigation of the complaint or appeal as appropriate.

Complaints will be managed through an open and honest process with no prejudice against the complainant. Complaints will be treated as opportunities for improvement with liaison with the complainant until the complaint is closed.

All processes in the management of the complaint are documented and logged on the complaints register and maintained in a complaints file.

All complaints are acknowledged in writing within five working days and a letter outlining the finding of the complaint will be documented and sent to the complainant.

All staff and/or contractors involved in a complaint are to receive a copy of the complaint and their comments on the complaint sought in writing.

The complaint register will be maintained and the register pertaining to certification customers and events is required to be provided to the Ministry of Health annually.

Complaints will be linked to the process of continuous improvement by reviewing, monitoring and documenting progress being made and by tabling monthly complaint data at the Quality Improvement Committee meetings.

The Director must also notify the other Director within the DAA Group. The DAA Group Directors shall review and determine the need (if any) to communicate the complaint to a third party such as ISQUA or the Ministry of Health.

If a complainant is dissatisfied with the outcome of the DAA Group's complaints management system, the complainant may refer to ISQUA.

Complaints that are not closed out within a timeframe documented and agreed with the complainant shall be escalated to ensure the appropriate priority. Complaints that are not closed out within three months of that agreed timeframe shall be brought to the attention of ISQUA.