

Complaints Management Policy

For Assure Clients and Customers

Purpose and scope

This policy provides guidelines for clients and customers to understand and act on providing feedback to Assure in relation to a complaint. This informs the client and/or customer on the approach and requirements of complaints management with respect to all Assure services.

Assure will seek to investigate and resolve these complaints in a timely manner, along with continual improvement strategies.

The priority is to ensure all users of Assure products and services are provided with the highest quality. The policy is intended to meet the following requirements:

- Provide encouragement to clients and customers to submit feedback on their concerns regarding any service that did not meet their level of satisfaction.
- Provide a fair and effective framework for resolving client and customer complaints.
- Enable a response to concerns in a timely and informed manner.
- Boost the confidence of our customers and clients in our complaint's management framework and process.
- Utilise this information to improve service delivery, interactions, and complaints management.

Complaints Process

All complaints are received and managed in relation to the area of the business that it involves (administrative, clinical, or customer).

Administrative Complaint

- May include concerns involving booking of an appointment, scheduling/rescheduling, general enquiry, delay in responsiveness, quality of contact centre interaction
- Complaint can be raised via phone (1800 808 374 Australia or 0800 808 374 (New Zealand) or info@assureprograms.com.au
- Management of these complaints will be overseen by the Manager of the appropriate administrative area

Clinical Complaint

If there is an issue with the clinician or service provided by the clinician, we encourage (if appropriate) to discuss this with the clinician directly. Options can be considered immediately.

Alternatively, there are several ways to lodge a complaint:

1. Phone 1800 808 374 and ask to speak to the relative state based Clinical Manager
2. Email info@assureprograms.com.au and provide details of your complaint (attached) with contact details for follow up
3. Use the feedback survey provided to all clients to advise of your complaint
4. For serious misconduct, or breach of confidentiality or professional code of conduct, you may choose to contact Australian Health Practitioner Regulation Agency (AHPRA)

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Customer Complaint

- If you are a customer (key stakeholder/people leader), you may want to make a complaint on behalf of an employee or service that involved a part of the service delivery area.
- Each customer has an assigned Assure Customer Care Manager, which would be the first point of call. Alternatively, contact can be made through the call centre, on 1800 808 374 Australia or 0800 808 374 (New Zealand).

Assure

It is the responsibility of Assure to:

- Ensure all complaints are investigated by the appropriate business leader
- Register all complaints on the Assure Complaints System (Phoenix)and/or Promapp to complete the process required, including providing feedback as requested.
- To ensure that the Executive Leadership Team in Assure are aware of the complaints.
- Report to APM Executive and Clinical Governance on Assure Program's complaint handling.
- Provide adequate support and direction to key staff responsible for handling complaints.
- Regularly review reports about complaint trends and issues arising from complaints.
- Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly.

Facilitating complaints

No detriment to people making complaints

Assure will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

Accessibility

Assure will ensure that information about how and where complaints may be made to or about us is well publicised. Assure will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

Responding to complaints

Responsiveness

Assure will promptly acknowledge receipt of complaints within 2 business days. Assure will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately. Assure is committed to managing people's expectations, and will inform them as soon as possible, of the following:

- the complaints management process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

Assure will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

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Assure will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

Objectivity and fairness

Assure will address each complaint with integrity and in an equitable, objective and unbiased manner. Assure will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about. Conflicts of interests, whether actual or perceived, will be managed responsibly.

Responding flexibly

Our staff are empowered to resolve complaints promptly and with as little formality as possible. Assure will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives. Assure will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

Confidentiality

Assure will protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals or includes information pertinent to their interactions within a clinical setting, will only be disclosed or used by Assure with the provision of explicit consent.

Definitions

Complaint	<p>Any negative feedback, expression of dissatisfaction or concern communicated to Assure by, or on behalf of, an individual, client, customer, or member of the public, that relates to Assure services, or the performance, behaviour and conduct of staff and associates, or the complaints handling process itself.</p> <p>A complaint may be made in person, by phone, email or in writing.</p> <p>Avenues to lodge a complaint include:</p> <ul style="list-style-type: none">Client Support Team on 1800 808 374Australia or 0800 808 374 (New Zealand) or email info@assureprograms.com.auAssure's client satisfaction survey link sent through to clients at time of arranging a session)
Investigation	<p>The steps taken to understand and identify the basis of the complaint and the cause to be able to prevent the issue occurring again.</p>
Liaison	<p>The action of keeping the complainant informed of the progress of the complaint.</p>
Outcome	<p>The record of findings from the investigation and the internal and external actions taken to resolve the complaint. This can include any clinical improvements or internal process review identified as part of the investigation. May also involve the offering of a change in clinician or reimbursement of a session entitlement.</p>