

Feedback and Complaints Policy

STEPS Group Australia (STEPS) is a not for profit organisation committed to *making a difference by providing opportunities*.

STEPS aims to consistently provide services that meet customer needs and satisfies applicable statutory, regulatory and contractual requirements. To achieve this, STEPS has developed an Integrated Management System that seeks to comply with ISO 9001:2008 Quality Management Systems; AS/NZS 4801:2001 Health and Safety Management Systems; AS/NZS ISO14001:2004 Environment Management Systems; National Standards for Disability Services (NSDS); the Human Services Quality Framework (HSQF) and the Standards for Registered Training Organisations (RTOs).

STEPS understands that quality is ultimately determined by customers, therefore, we encourage feedback, which includes compliments, concerns, suggestions and complaints, all of which provide opportunities for improvement.

Informing customers on how to provide feedback, recording information, responding to feedback and resolving complaints are key objectives to achieving and maintaining services that meet customer needs.

To achieve these objectives, Directors and Managers will ensure implementation of this policy and:

1. Encourage customers to provide feedback and raise complaints. This can be done by providing written feedback using:
 - a. The 'Tell Us What You Think' feedback form
 - b. Via email to cs@stepsgroup.com.au
 - c. Via the STEPS website 'Contact Us'
 - d. By letterVerbal feedback can be provided:
 - a. Face-to-face with a member of staff
 - b. By a phone call to a manager or coordinator
 - c. By a phone call to the STEPS Customer Service Officer on 07 5458 3000
2. Recognise that feedback and complaints are a primary driver of continuous improvement activities to enable our services to meet the needs of our customers.
3. Promote the effective management of feedback and complaints by ensuring the feedback and complaints procedure is fully implemented and maintained throughout the business, provide information and guidance to all staff to recognise and record feedback and complaints.
4. Provide information to customers on external complaints resolution agencies as required under regulation or contract.
5. Ensure all employees understand the procedures and act in a fair, prompt and confidential manner reassuring the customer that improvement is the focus and no retributive action will be taken.
6. Complaints are to be dealt with promptly, the standard timeframes for responding to complaints will be ten (10) business days when the complaint was made in person, by telephone or email or twenty (20) business days when the complaint was made in writing. If these timeframes cannot be met, the customer or stakeholder must be kept informed.
7. Measurable objectives will be established for feedback and complaints to ensure continuous improvement.

Carmel Crouch

Managing Director

Date: _____