



INTERNATIONAL SOCIAL SERVICE AUSTRALIA

COMPLAINTS POLICY

No detriment to people making complaints

ISS Australia 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.

Anonymous complaints

ISS Australia accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

Accessibility

ISS Australia will ensure that information about how and where complaints may be made to or about us is widely available on our website. ISS Australia will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance. If a person prefers or needs another person or organisation to assist or represent them in the making and/ or resolution of their complaint, ISS Australia will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint.

Early resolution

Where possible, complaints will be resolved at first contact with ISS Australia. When appropriate ISS Australia may offer an explanation or apology to the person making the complaint. Where complaints cannot be resolved quickly we will record the complaint and undertake a more formal complaint investigation and complaint resolution process.

Responsiveness

ISS Australia will promptly acknowledge receipt of complaints. ISS Australia 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. ISS Australia is committed to managing people's expectations, and will inform them as soon as possible of the following:

- the complaints 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.

ISS Australia 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). ISS Australia 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

ISS Australia will address each complaint with integrity and in an equitable, objective and unbiased manner. ISS Australia will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about. Conflicts of interest, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

Responding flexibly

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

Confidentiality

ISS Australia will protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by us as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

Complaints involving multiple agencies

Where a complaint involves multiple organisations, ISS Australia will work with the other organisation/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated. Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint. Where a complaint involves multiple areas within our organisation, responsibility for communicating with the person making the complaint and/or their representative will also be coordinated. Where our services are contracted out, ISS Australia expects contracted service providers to have an accessible and comprehensive complaint management system. We take complaints not only about the actions of our staff but also the actions of our service providers.

Empowerment of staff

All staff managing complaints are empowered to implement our complaint management system as relevant to their role and responsibilities. Staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

Monitoring of the complaint management system

ISS Australia will continually monitor our complaint management system to:

- ensure its effectiveness in responding to and resolving complaints
- identify and correct deficiencies in the operation of the system.

Monitoring may include the use of audits, complaint satisfaction surveys and online listening tools and alerts.

Managing unreasonable conduct by people making complaints

ISS Australia is committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our staff, and
- our ability to allocate our resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

Analysis and evaluation of complaints

ISS Australia will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis by management and the governing body of Directors. ISS Australia will run regular reports on:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints
- systemic issues identified, and
- the number of requests we receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements. Both reports and their analysis will be provided to our CEO, senior management and to our board for review, at least annually.



Continuous improvement

ISS Australia are committed to improving the way our organisation operates, including our management of the effectiveness and efficiency of our complaint management system. To this end, ISS Australia will:

- support the making and appropriate resolution of complaints
- implement best practices in complaint handling
- recognise and reward exemplary complaint handling by staff
- regularly review the complaint management system and complaint data, and
- implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the system.