

CLIENT COMPLAINTS AND APPEALS POLICY AND PROCEDURE



Policy Statement

The Complaints and Appeals policy of JPS is to ensure that any person or organisation using the services of JPS (or grants accreditation to JPS), has the right to lodge a complaint and have their concerns addressed in ways that are fair and transparent.

JPS is committed to treating all complainants equally in a consistent and confidential manner, to resolve complaints as quickly as possible.

Purpose

The Complaints Policy and Procedure is to achieve and maintain the following principles:

- Provide a simple Complaint process that is easily accessible to the public
- Provide the complainant a receipt of the complaint within 1 business day
- Inform complainant of progress
- Resolve complaint within 10 business days
- Provide an escalation point for the complainant, if unhappy with resolution

Scope

All areas of the business are in scope.

Definitions

Complaint: Any expression of dissatisfaction or grievance made to JPS by a client, or member of the public in relation to our business

CCO- Chief Commercial Officer

COO- Chief Operations Officer

CAO- Chief Quality and Audit Officer

Procedure

Making a Complaint

There are several ways to lodge a complaint regarding any services provided by JPS Audit Specialists. These include the following:

Via Email

Providers can email Feedback@jpsaudit.com.au to lodge a complaint or provide other feedback. The email address is listed on [contact us](#) page on the JPS website and is included in your welcome email once you have signed your contract and paid the deposit. The CCO, COO and CAO will all receive this email.

Direct to staff

A provider can discuss the issue directly with any JPS employee or contractor. The staff member will escalate the complaint to all members of the Executive team, inclusive of the CCO, COO and CAO.

Complaints Process

An acknowledgement of the complaint will be sent to the provider with further details on the complaints process. Complaint details will be entered into the [JPS Complaints register](#). This will be monitored and reviewed on a monthly basis by the executive team.

CCO, COO or CAU will contact you by phone to discuss the complaint within 1 business day.

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CCO, COO or CAO will undertake an investigation of your complaint. The focus will be on root cause and opportunity to resolve the concerns with the complainant.

- Understand the details of the complaint being made – is more information required?
- Ensure the reviewer was NOT involved in the complaint
- Ensure impartiality - the reviewer MUST not have worked for the complainant within last 2yrs
- Determine the criteria to assess against
- Assess whether the situation deviated from criteria
- What does JPS need to START doing?
- What does JPS need to STOP doing?

CCO, COO or CAO to notify you with the investigation outcome and any changes made based on your complaint. Closing email will be sent to confirm outcome and point of escalation.

The maximum expected resolution time is 10 business days. Please note that some actions to remedy any concerns may take longer than this period. This period applies to reaching an agreed and satisfactory action plan. The complainant will always be advised of any excess processing times.

Appeals or Escalations

In the unfortunate situation where a complainant is unhappy with the resolution, the matter can be escalated to either:

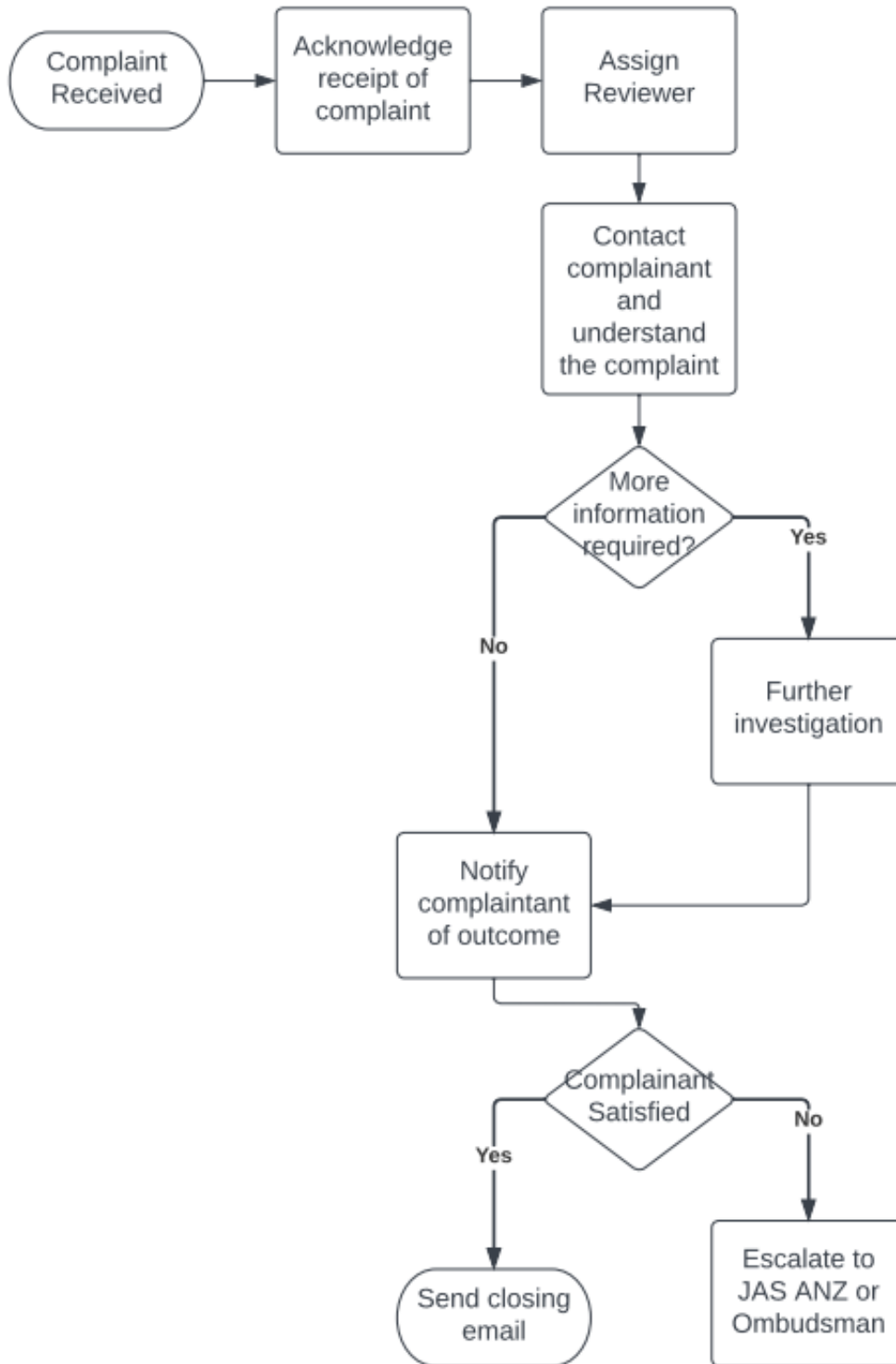
- The state Ombudsman: <https://www.ombudsman.vic.gov.au/>
- JAS-ANZ: <https://www.jas-anz.org/>

If the complaint is not resolved within 3 months, JPS must transfer the issue to JAS-ANZ

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Appendix

Complaint Review Flow Chart



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