Complaints Form Response

HiFlex Physio

Confidential (Office Use Only)	
Date Complaint Received	12/6/06
Name of Investigator	Tom Paul Cairns Centre Manager
Name of Respondent	Tom Paul Cairns Centre Manager
Complaint Justified	Yes ☑ No ☐

Result of Investigation

Staff were arriving immediately on their starting time and the opening was delayed. Have negotiated with staff to arrive 15 minutes before opening to ensure prompt opening. I rang MR. Roberts and apologised for our late opening and any inconvenieve and thanked him for making us aware of this circumtance. I have offered to conduct a personal assesment at no cost to demonstrate our sincerity

Actions Taken

Negotiated with staff and clarified HiFlex Physio expectations.
Conducted personal assessment for Mr. Roberts.
AM monitoring opening times by randomly arriving at 5.45 am to see that it is accomplished

Date Complaint Resolved	13/6/2006
Follow up call made within seven days	Yes ☑ No ☐
Customer Reaction	Satisfied ☑ Dissatisfied ☐