

Complaints Policy and Procedures

HiFlex Physio

Goals of the Policy

We value complaints as they assist us to improve our products, services and customer service.

This policy has been designed to assist both customers and staff. HiFlex Physio is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible

We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all customers making a complaint equally.

We will display our complaint handling policy and procedure in our business so that customers are able to lodge a complaint easily.

Definition of a Complaint

Complaints are defined as any expression of dissatisfaction or grievance made to staff by a customer or member of the public in relation to our business.

Recording Complaints

All complaints made, verbal or written, will be recorded in the Centre at the time the complaint is made, and copied to Head Office as soon as possible afterwards. The complaint will be recorded by the staff member who took the details.

When taking a complaint, staff will record the name and contact details of the customer, as well as full details of the complaint including the date. Details of all communication with the customer and any actions to resolve the complaint will be recorded in the same place. There is a template provide for this purpose.

All complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues.

Customers' personal details or details of their complaint will not be divulged to third parties unless we have their written consent.

Informing Customers of Progress

We strive to resolve all complaints within ten (10) days. Written complaints will be acknowledged within 24 hours.

Customers will be given an approximate timeframe at the time they make their complaint. Customers will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

Customers will be informed of any changes to our products or services as a result of their complaint. Where appropriate, customers who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.

Responding to Complaints

All people making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. If appropriate to the complaint, frontline staff will resolve a complaint immediately. Complaints will still be recorded.

If the complaint can't be resolved immediately, the customer will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

Escalation of Complaints

If a complaint cannot be resolved by the usual complaint process, it should be referred to the General Manager of the area of complaint or the CEO as appropriate and the customer will be informed and given an amended timeframe for resolution.

If we cannot resolve the complaint to the customer's satisfaction, we will inform them about where they can take further action (e.g., Office of Consumer and Business Affairs, Equal Opportunity Commission).

Review of Complaint Handling Policy and Procedures

HiFlex Physio is committed to continuous improvement and this policy will be reviewed regularly (at least every six months) for effectiveness and updated.

This complaint handling policy is supported by management. We commit to providing this policy to all staff and displaying it in our business for customers.