

COMPLAINTS POLICY



What is a complaint?

A complaint is any unresolved expression of dissatisfaction raised with the business by, or on behalf of a client, that relates to the business' services, the performance, behaviour or conduct of the business owner.

The Policy

This Complaints Policy will be used to improve the customer service of Healthy Habits Exercise Physiology through investigating into feedback and complaints provided by the customer. The investigations will aim to continuously improve services through expanding upon positive feedback and resolving negative feedback with the necessary actions. This policy applies to the sole trading business Healthy Habits Exercise Physiology & Personal Training.

Healthy Habits Exercise Physiology & Personal Training has the responsibility to deal with all complaints in a professional and timely manner. Where appropriate Healthy Habits Exercise Physiology & Personal Training will provide assistance and information to clients about this policy if they wish to submit a complaint.

Healthy Habits Exercise Physiology & Personal Training will protect the complainant's confidentiality and privacy and provide assistance they need to lodge a complaint. Healthy Habits Exercise Physiology & Personal Training recognizes the right of all clients to be heard without fear of retribution. Healthy Habits Exercise Physiology & Personal Training will ensure that all complaints will be taken seriously and acknowledged with a fair, objective and professional manner throughout the investigation and reviews of complaints. Healthy Habits Exercise Physiology & Personal Training will aim to resolve matters to the satisfaction of all parties in a timely manner and keep all complaints on record. All feedback will be used to improve the quality of service.

If a client wishes to submit a complaint the client has the right to choose to remain anonymous. The investigation and review processes completed by Healthy Habits Exercise Physiology & Personal Training will aim to follow the same process. Healthy Habits Exercise Physiology & Personal Training has adopted a stage approach to handling the differing types of complaints. These approaches can be viewed below.

Stage 1: Individual level (informal)

When appropriate, complaints are best resolved in an informal manner by the people involved. At first instance a complaint should be directed to the business owner. This complaint can be in the form of writing or verbal communication. Once a complaint is received, the business owner will take the appropriate and necessary actions to resolve the complaint in a professional, fair and timely manner. The complaint shall be documented and stored for future reference. If a written response is required than this shall be provided within a 7-day turnaround. Most of these complaints should be able to be resolved without progressing beyond this first stage of the policy.

Stage 2: Formal Internal Review or Investigation

If a complaint is of a very serious nature or has not been fully resolved with Stage 1 or the outcome of Stage 1 is unsatisfactory then the complaint will require a formal review and investigation. All Stage 2 complaints will be documented and stored with a written response being provided to the client who has submitted the complaint within 7-14 -day.

Stage 3: Independent Review or Investigation

Healthy Habits Exercise Physiology & Personal Training ensures all clients are aware of how to access the Healthy Habits Exercise Physiology & Personal Training complaints management system and assisted where appropriate. In addition, clients will be made aware of and supported to access alternative avenues for independent review and investigation of complaints (e.g. the NDIS Commission, Exercise Sports Science Australia, etc).

Reference Documents:

This policy has been in part developed in line with the NDIS policies. Refer to policy.

- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS Quality and Safeguards Commission – Complaints Management and Resolution Guidance Version 1 May 2018
- <http://www.ndiscommission.gov.au/about/complaints>