

Common Equity Housing SA

Compliments & Complaints Management Procedure Flowchart

A compliment or complaint may be made in person, by phone, by email or in writing.

STEP 1: Acknowledge the compliment or complaint initially within 24 hrs either by phone or in writing. In the case of a complaint, provide an outline of the process.



In the case of a **compliment**, document the compliment on the Compliments and Complaints Register in Chintaro. In the case of a **complaint**, your first consideration is whether the complaint should be dealt with at **Option 1** (Simple/Frontline resolution), or **Option 2** (Complex complaint investigation) of the complaints management.

STEP 2: Assess

- the issues/complexity of the complaint
- what kind of resolution the person is seeking
- the most appropriate investigation approach

OPTION 1

OPTION 2

STEP 3: Simple/Frontline resolution

Always try to resolve the complaint quickly and to the person's satisfaction wherever possible

STEP 3: Complex complaint investigation

- Define the issues to be investigated and develop an action plan, including who is best to complete the investigation
- Investigate where it is clear that the complaint is particularly complex or will require detailed investigation
- Investigate where the person is still dissatisfied after communication of decision at **Option 1**

STEP 4: Respond

Provide a decision on the complaint within **2/3 working days** *unless* there are exceptional circumstances

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Provide a decision on the complaint and/or information on further investigation in writing within **10 working days** *unless* there is a clear reason for extending this timescale. Include information on Appeals, and advise the person about any Appeals time limits, as stated in the Compliments and Complaints Management Procedure

Has the person registered dissatisfaction with the decision?

YES

NO

STEP 5: Reporting outcomes and recommendations

Complaint closed and outcome documented in Chintaro

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Complaint closed and/or outcome documented in Chintaro

STEP 6: Review

- Ensure that all compliments and complaints are recorded in Chintaro
- Report performance, analysis outcomes
- Make changes to service delivery where appropriate
- Tell customers about service improvements

Document History	Prepared by	Review
Version 1	Claire McKenzie	