

POLICY NUMBER
POLICY GROUP

EGC 01.25
EGC – Complaints Policy

*This Complaint Procedure reflects **electrogroup's** commitment to valuing and learning from complaints. Our aim is to resolve issues of dissatisfaction as close to the initial point of contact as possible and to conduct thorough and fair investigations of complaints so that we can make evidence-based decisions on the facts of each individual case*

Resolving complaints early saves time and resources and will contribute to our overall efficiency, and influences the continued positive experiences of our apprentices, our host employers, and members of the public

What is a complaint?

For the purpose of this procedure, a complaint is any negative issue brought to the attention of any **electrogroup** staff member (i.e. not apprentices)

The complaint must be recorded in the **electrogroup Complaints Register**, and the following details must be recorded:

DATE/TIME of RECEIPT Date and time

CHANNEL PHONE / E-MAIL / WALK-IN / LETTER / SOCIAL MEDIA

NAME OF COMPLAINER Name

RELATIONSHIP TO APP Apprentice/Mother/Father/Host Employer/Co-worker/other

NAME OF APPRENTICE When the complaint relates to an Apprentice

SUMMARY OF COMPLAINT Summary

CONTACT DETAILS How **electrogroup** may get in touch (Mobile number/E-Mail – preferably both)

What do you do when you receive a complaint?

- Listen to the complaint, and take the information presented seriously
- Treat the complaint confidentially
- Take notes, using the complainant's own words
- Go over your notes with the complainant, and ask the complainant to confirm the notes are an accurate record of the conversation
- Explain and agree with the complainant the next action that should take place
 - No investigation required – pass your notes to the Chief Executive Officer (CEO)
 - Where investigation is required the issue cannot be finalized during the phone call, so thank the caller for bringing the matter to our attention, and advise that it will be referred to the appropriate person, and also to the CEO. Advise the caller that we will be in touch, within five working days with a resolution or update
- Wherever possible, solve the problem in the initial contact
- If it has not already been done, refer the complaint to the appropriate person for action
- When an immediate resolution is not possible, create a Diary Alert set five working days ahead to update the complainant

Investigating a complaint

- Do not assume the outcome
- If you are part of the complaint, have the enquiry re-assigned
- Where a number of people are involved, interview/enquire each person separately
- Assess the evidence objectively
- Determine appropriate action, based on the evidence collected
- Refer the outcomes to the CEO

Finalising a complaint

- Assemble the following:
 - Name and contact details of the complainant
 - A summary of the complaint
 - A summary of the findings
- Contact the customer by one of either telephone/E-Mail/or letter
 - Identify yourself if by telephone
 - Make sure you identify the person you are speaking with if by telephone
 - If the person is not the complainant – leave a message for the complainant to call you back, don't leave any details about the issue you have investigated
 - When you are satisfied you are speaking with the complainant:

- Explain the outcome of the enquiry
- Ask the complainant if that resolves the matter
 - Yes - no further action is required – close case
 - No – advise that the matter will be escalated to the CEO for review, and that we shall be in contact again within five business days
- Refer the entire file to the CEO to review from scratch, and **after CEO approval** finalise with the complainant

Not every complaint will be settled to the satisfaction of the complainant; however it is the intention of **eletrogroup** to ensure that every person who lodges a complaint will be satisfied their complaint has been fairly assessed without prejudice
