



Compliments, Complaints and Feedback

Effective Date: 30/01/2023

Policy Statement:

Policy Overview: At Lived Potential, we value and appreciate the opinions, suggestions, and feedback of our clients, stakeholders, and the community we serve. We are committed to maintaining an open and transparent approach to handling compliments, complaints, and feedback, as we believe it is essential for continual improvement and maintaining high standards of service delivery. This policy outlines the framework for managing compliments, complaints, and feedback to ensure prompt, fair, and effective resolution.

Policy Guidelines:

1. Definition of Compliments, Complaints, and Feedback:
 - a. Compliments: Positive feedback, expressions of satisfaction, or recognition of exceptional service.
 - b. Complaints: Formal or informal expressions of dissatisfaction, concerns, or grievances about our services, or personnel.
 - c. Feedback: Suggestions, opinions, or general comments provided to enhance our performance or improve service delivery.
2. Accessibility and Communication:
 - a. We will provide accessible and user-friendly channels to receive compliments, complaints, and feedback, including our website, email, telephone, and in-person interactions.
 - b. The contact information for submitting compliments, complaints, and feedback will be clearly communicated through our website and other relevant communication channels.
3. Timely and Transparent Resolution:
 - a. We will acknowledge all compliments, complaints, and feedback within 48 hours from the date of receipt.
 - b. Complaints and feedback will be thoroughly investigated, and we will strive to provide a fair resolution within 1 week, wherever possible.
 - c. We will communicate the progress and expected resolution time to the complainant or individual providing feedback throughout the process, ensuring transparency and accountability.
4. Confidentiality and Privacy:
 - a. We respect the privacy and confidentiality of individuals who submit compliments, complaints, and feedback. Personal information will only be used for the purpose of addressing the matter at hand.
 - b. Complainants' identities will be kept confidential, except where required by law or when necessary to investigate and resolve the issue effectively.

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5. Fairness and Impartiality: a. All compliments, complaints, and feedback will be treated with fairness, impartiality, and without prejudice.
b. The investigation and resolution process will be conducted by the Lived Potential Management Team or qualified and impartial personnel who have not been directly involved in the matter.
6. Continuous Improvement: a. We will analyse compliments, complaints, and feedback to identify trends, recurring issues, or opportunities for improvement.
b. The insights gained from the analysis will be used to enhance our services and processes, aiming to provide a better experience for our clients and stakeholders.
7. Reporting and Review: a. We will maintain accurate records of compliments, complaints, and feedback received, including the nature of the issue, actions taken, and outcomes.
b. Regular reviews of this policy and the effectiveness of the management process will be conducted to ensure its ongoing relevance and alignment with organizational objectives.

This policy is an integral part of our commitment to quality, accountability, and continuous improvement. We encourage everyone associated with Lived Potential to provide compliments, complaints, and feedback as it helps us deliver exceptional services and fulfill our mission.

Implementation Procedure

1. Introduction: This implementation procedure provides step-by-step guidelines for implementing the Compliments, Complaints, and Feedback Policy at Lived Potential. It outlines the process for receiving, investigating, and resolving compliments, complaints, and feedback to ensure timely and effective resolution.
2. Channels for Submitting Compliments, Complaints, and Feedback: a. Website: Maintain a dedicated web page with a clearly visible link or form for submitting compliments, complaints, and feedback.
b. Email: Provide an email address (office@livedpotential.com.au) for receiving compliments, complaints, and feedback.
c. Telephone: Ensure that the customer service line (07 4723 0308) is equipped to receive compliments, complaints, and feedback.
d. In-person: Train staff to receive and document compliments, complaints, and feedback from clients and stakeholders during face-to-face interactions.
3. Receiving Compliments, Complaints, and Feedback: a. Acknowledgment: Acknowledge receipt of compliments, complaints, and feedback within 48 hours of receipt.
b. Documentation: Record details of the compliment, complaint, or feedback, including the date, time, name of the individual, contact details, nature of the issue, and any supporting documents.

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- c. Categorization: Classify compliments, complaints, and feedback into appropriate categories (e.g., service, personnel) for easy tracking and analysis.
4. Investigation and Resolution Process: a. Initial Assessment: Evaluate the compliment, complaint, or feedback to determine the appropriate level of investigation and resolution required.
- b. Assigning Responsibility: Allocate the matter to a designated individual or team responsible for conducting the investigation and overseeing the resolution process.
- c. Gathering Information: Collect all relevant information, including any supporting evidence or documentation, and ensure confidentiality throughout the process.
- d. Communication: Maintain regular communication with the complainant or individual providing feedback, keeping them informed of the progress and expected resolution time.
- e. Investigation: Conduct a fair and impartial investigation, considering all sides of the issue and seeking additional information from relevant parties, if necessary.
- f. Resolution: Strive to reach a fair resolution within 1 week, taking appropriate corrective or preventive measures as needed.
- g. Documentation: Maintain detailed records of the investigation, actions taken, and outcomes for future reference and reporting purposes.
5. Confidentiality and Privacy: a. Ensure that all personal information provided by the complainant or individual providing feedback is handled in accordance with relevant privacy laws and regulations.
- b. Limit access to complaint records and other related information to authorized personnel involved in the investigation and resolution process.
- c. Obtain consent from the complainant or individual providing feedback before disclosing any personal information to external parties, except where required by law.
6. Continuous Improvement: a. Analyse compliments, complaints, and feedback regularly to identify recurring issues, trends, or opportunities for improvement.
- b. Report findings and recommendations to relevant stakeholders, such as management team, to initiate appropriate actions.
- c. Monitor the implementation of improvement measures and assess their effectiveness in addressing identified issues.
7. Review and Reporting: a. Regularly review the effectiveness of this procedural document and the Compliments, Complaints, and Feedback Policy.
- b. Provide periodic reports to management and stakeholders on the number and types of compliments, complaints, and feedback received, actions taken, and outcomes achieved.

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c. Make necessary updates to the policy and procedural document based on feedback and changing organizational needs.

This implementation procedure serves as a guide for consistently implementing the Compliments, Complaints, and Feedback Policy. It ensures that all

Signed:

Shannon Robertson

Managing Director

Lived Potential

Date: 30/01/2023

Reviewed: 13/06/2023

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