

THE — BACK UP —

7.0 Feedback and complaints policy

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Drafted by	Hannah Louise	Scheduled review date	Aug 26
Responsible person	Hannah Louise		

Introduction

Back up Therapy, hence forth referred to as The Back Up, is committed to continuous improvement for ongoing provision of a safe, enjoyable, and enriching experience for all members, providers and employees. We value the feedback of our members and are dedicated to addressing any concerns or suggestions promptly and effectively. This policy outlines the process for submitting complaints and feedback, ensuring that all issues are handled with care and attention.

1. Scope of the Policy

This policy applies to all members of The Back Up, including members, employees and providers. It covers any complaints or feedback related to our services, including trial product quality, safety, cleanliness, customer service, and overall operations.

2. How to Submit a Complaint or Feedback

We welcome your input and encourage you to reach out if you have any concerns or suggestions.

There are several ways to submit a complaint or provide feedback:

In Person: You can speak directly to a staff member during service provision

By Phone: Call us on 0478 508 807 during our operating hours.

By Email: Send your complaint or feedback to team@thebackup.com.au

Online Form: Visit our website at <http://backuptherapy.com.au> and complete our contact form.

When submitting a complaint, please provide information including

- details of your complaint or feedback including details of the specific product, service or employee involved
- details of any attempts you have made to resolve the matter
- preferred outcome
- preferred contact method

Be respectful and courteous. Complaints with abuse or intimidation may result in contact to authorities and/or ceasing of membership. The Back Up will accept anonymous complaints however providing your name and contact information will help us to gather further information and resolve the complaint.

3. How complaints and feedback are handled

Complaints are taken seriously and responded to promptly and thoroughly. It is an expectation that employees, members or providers report on the behalf of a vulnerable population if they are unable to themselves.

Once received your complaint or feedback, we will:

- Place it on a complaints and feedback register and/or you will be guided to complete a hazard or incident form.
- Issues relating to safety will be reported to The Back Up management immediately with authorities called where applicable.
- Other complaints will be acknowledged by The Back Up management within 2 business days.
- Where applicable be investigated. A manager will gather any necessary information within 5 working days.
- Offer a solution or resolution, keeping you informed throughout the process within 10 working days.
- Where applicable complaints may be placed on a risk register for regular review to improve product delivery and/or safety.
- If the issue requires more time to resolve, we will provide regular updates and work to address it as quickly as possible. If a complaint cannot be resolved to your satisfaction, The Back Up will explain why and discuss options for action.
- If the complaint recognizes a potential breach of code of conduct. The respective policies will be followed as to the reporting procedure.

4. Resolution Process

Our goal is to resolve complaints and feedback in a fair, transparent, and timely manner. Possible outcomes may include:

- A resolution or correction of the issue, such as repairing or replacing a damaged product.
- Offering an apology and providing information on how we will prevent similar issues in the future.
- If the complaint cannot be resolved to your satisfaction, it will be up to the discretion of management as to offer of a refund, credit, or other alternative solutions.

The Back Up is committed to protecting the privacy of its employees and members. We will be as transparent as we can be with all parties without breaching the rights of any stakeholder. All involved will be treated with unbiased and respectful behaviour.

5. Confidentiality

All complaints and feedback will be treated with confidentiality. We will only share information when necessary to resolve the issue, in accordance with our privacy policy OR when required by law.

6. Commitment to Continuous Improvement

We view all complaints and feedback as an opportunity to improve our services. We regularly review and analyse feedback to identify areas for improvement and ensure we are meeting the needs of our members and minimizing any risk to their engagement with service.

7. Review of Policy

This policy will be reviewed annually to ensure it remains relevant and effective. We welcome suggestions for improvements to this policy and encourage members to share their ideas

Authorisation

Hannah Louise

The Back Up founder