

This policy is intended to ensure that **G&S RHODES BUILDING PTY LTD** trading as **LIVING SOLUTIONS 4U** handle complaints fairly, efficiently and effectively.

**Our complaint management system is intended to:**

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way
- boost public confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our products (LS4U Grabrail kits), services, staff and complaint handling.

This policy provides guidance to our staff and people who wish to make a complaint on the key principles and concepts of our complaint management system.

This policy applies to all staff receiving or managing complaints from the public made to or about us, regarding our products (LS4U Grabrail kits), services, staff and complaint handling.

Staff grievances, code of conduct complaints (for local councils) and public interest disclosures are dealt with through separate mechanisms.

**Organisational commitment**

This organisation expects staff at all levels to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected from staff and the way that commitment should be implemented. The Company Directors, Gavin and Stephanie Rhodes accept the responsibility to resolve issues and complaints in a timely professional using the systems outlined below to assist in continuing to maintain the good name and reputation of G& S Rhodes Building Pty Ltd trading as Living Solutions 4U.

Who	Commitment	How
Company Directors, Gavin and Stephanie Rhodes of G & S Rhodes Building Pty Ltd TA <b>Living            Solutions 4U</b>	Promote a culture that values complaints and their effective resolution	Report publicly on <b>Living Solutions 4U's</b> complaint handling. Provide adequate support and direction to key staff responsible for handling complaints. Provide Complaint and Feedback forms where necessary (see attachments A and B) Regularly review reports about complaint trends and issues arising from complaints. Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly. Encourage staff to make recommendations for system improvements. Recognise and reward good complaint handling by staff. Support recommendations for product, service, staff and complaint handling improvements arising from the analysis of complaint data.

<p>Office Manager, Stephanie Rhodes responsible for complaint handling</p>	<p>Establish and manage our complaint management system.</p>	<p>Provide regular reports to Directors of LS4U on issues arising from complaint handling work.</p> <p>Ensure recommendations arising out of complaint data analysis are canvassed with management and implemented where appropriate.</p> <p>Recruit, train and empower staff to resolve complaints promptly and in accordance with <i>Living Solutions 4U's</i> policies and procedures.</p> <p>Encourage staff managing complaints to provide suggestions on ways to improve the organisation's complaint management system.</p> <p>Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly.</p> <p>Recognise and reward good complaint handling by staff.</p>
<p>Staff, Gavin Rhodes (Builder) whose duties include complaint handling</p>	<p>Demonstrate exemplary complaint handling practices</p>	<p>Treat all people with respect, including people who make complaints.</p> <p>Assist people make a complaint, if needed provide feedback form (see attachment B) or complaint form (see attachment A)</p> <p>Comply with this policy and its associated procedures by following up on resolving complaints and issues.</p> <p>Keep informed about best practice in complaint handling.</p> <p>Provide feedback to office management on issues arising from complaints.</p> <p>Provide suggestions to management on ways to improve the organisation's complaints management system.</p> <p>Implement changes arising from individual complaints and from the analysis of complaint data as directed by management.</p>
<p>All staff</p>	<p>Understand and comply with <i>Living Solutions 4U's</i> complaint handling practices.</p>	<p>Treat all people with respect, including people who make complaints.</p> <p>Be aware of <i>Living Solutions 4U's</i> complaint handling policies and procedures.</p> <p>Assist people who wish to make complaints access the <i>Living Solutions 4U's</i> complaints process, by providing feedback forms and complaint forms as requested (refer to attachments A&amp;B below)</p> <p>Be alert to complaints and assist staff handling complaints resolve matters promptly and professionally.</p> <p>Provide feedback to management on issues arising from complaints.</p> <p>Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.</p>