



# Complaints Policy

Vic Urban Plumbing Pty Ltd

Complaints Policy Version 1

Date of approval: 22<sup>nd</sup> April 2023

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Relevant legislation: *Charter of Human Rights and Responsibilities Act 2006 (Vic)*  
*Freedom of Information Act 1982 (Vic)*  
*Privacy and Data Protection Act 2014 (Vic)*

## **1. Introduction**

Vic Urban Plumbing Pty Ltd acknowledge that members of the public have a right to complain about services that they receive.

We are committed to creating a culture that encourages feedback, compliments, and complaints, and to provide an open and transparent complaint handling process that is easy to complete.

We aim to learn from all feedback and complaints and use them to improve our services to our customers, suppliers, contractors, and the Ballarat community.

This policy includes information on how to lodge a complaint with Vic Urban Plumbing Pty Ltd and how we deal with complaints.

## **2. Objectives**

This policy aims to:

- 2.1.1** Put in place an open and transparent complaint handling system.
- 2.1.2** Specify the key performance indicators to which we hold ourselves accountable.
- 2.1.3** Establish our timeframes for resolving complaints.



- 2.1.4** Clarify the roles and responsibilities of Vic Urban Plumbing Pty Ltd staff in regards to complaints.
- 2.1.5** Ensure staff handle complaints fairly and objectively.
- 2.1.6** Set out how staff record and analyse complaint data to identify where we can improve our services.

### **3. Guiding Principles**

This policy is based on seven principles:

#### **3.1. Commitment**

We are committed to resolving complaints and have a culture that recognises an individual's right to complain. We value complaints and recognise them as being part of our business of serving our community and improving service delivery.

#### **3.2 Accessibility**

People with a range of needs can easily complain and staff actively assist them to navigate the complaints process.

#### **3.3 Transparency**

We make it clear how to complain, where to complain and how the complaint will be handled. The steps taken to respond to a complaint are recorded and will stand up to scrutiny.

#### **3.4 Objectivity and Fairness**

Complaints are dealt with courteously, impartially, within established timeframes, and are assessed on merit.

#### **3.5 Privacy**

Complaint information is handled according to privacy laws and other relevant legislation. We provide clear information about how we handle personal information. Complaint data is de-identified if reported on more widely.

#### **3.6 Accountability**



We are accountable internally and externally for our decision making and complaint handling performance. We provide explanations and reasons for decisions and ensure that our decisions are subject to appropriate review processes.

### **3.7 Continuous Improvement**

Acting on, learning from, and using complaint data helps us identify problems and improve services.

## **4. Scope**

This policy applies all Vic Urban Pty Ltd staff. It also applies to third party contractors carrying out services on our behalf.

## **5. Definitions**

**Complaint:** an expression of dissatisfaction with the quality of an action taken, decision made, or service provided by an organisation or its contractor, or a delay or failure in providing a service, taking an action, or making a decision by an organisation or its contractor.

## **6. How to Make a Complaint**

A person can make a complaint in several ways:

Mail: PO Box 6004, Brown Hill, Victoria 3350

Phone: 0437 018 821 (office)

Email: [info@vicurbanplumbing.com.au](mailto:info@vicurbanplumbing.com.au)

Internet: [www.vicurbanplumbing.com.au](http://www.vicurbanplumbing.com.au) – complete the feedback, compliments and complaints form on our website

## **7. Accessibility**

Anyone who has been affected by a decision or action (including a failure to make a decision or take action) can make a complaint via any method set out in item 6 of this Policy.

We accept and respond to anonymous complaints, provided we have received enough information to do so.

## **8. Complaints Handling Procedure**

### **8.1 Overview**

We take a four-tiered approach to complaint handling, as follows:

**8.1.1 Frontline resolution:** frontline staff receive the complaint, assess it, and resolve it immediately, if possible.

**8.1.2 Investigation, if required:** if frontline staff cannot resolve the complaint, they will refer it to the Operations Manager for investigation.

**8.1.3 Internal review:** if the complainant is aggrieved with the process or outcome for the frontline resolution/investigation, they can request an internal review.

**8.1.4 Access to external review:** if the complainant is aggrieved with the process or outcome of the internal review, we inform them of any available external review options.

### **8.2 Frontline Resolution**

**8.2.1** We will acknowledge all complaints within 48 hours of receipt.

**8.2.2** Frontline staff will receive the complaint.

**8.2.3** Frontline staff will clarify the complaint and the outcome the complainant is seeking.

**8.2.4** Frontline staff will assess the complaint to determine how it should be dealt with.

**8.2.5** If our business is not the right business to respond to the complaint, frontline staff will advise the complainant of an organisation that may be able to help.

### **8.3 Investigation**

**8.3.1** If frontline staff cannot resolve the complaint, it will be assigned to the Operations Manager for investigation.

**8.3.2** The Operations Manager will advise the complainant how long it will take to respond to the complaint.

**8.3.3** The Operations Manager will aim to resolve all complaints within 14 days.

**8.3.4** If it takes longer than 14 days to resolve a complaint, the Operations Manager will contact the complainant prior to, or at this time, and explain why.

**8.3.5** Complaints that are not resolved within 14 days may be escalated if necessary to ensure that a resolution is expedited.

**8.3.6** The Operations Manager will write to the complainant to advise them of the outcome. The outcome letter/report will contain reasons for the decision made.

**8.3.7** The Operations Manager may contact the complainant to discuss the outcome of their complaint prior to sending the outcome letter.

#### **8.4 Internal Review**

**8.4.1** If the complainant is dissatisfied with the outcome of the investigation, they can request an internal review.

**8.4.2** The request for an internal review should be submitted in writing.

**8.4.3** The complaint details will be submitted for the Director for review.

**8.4.4** The Director will aim to conclude any internal review within 28 days of receiving the request for such review.

**8.4.5** If it takes longer than 28 days, the Director will contact the complainant prior to, or at this time, and explain why.

**8.4.6** An outcome letter signed by the Director will be provided to the complainant at the conclusion of every internal review.

**8.4.7** The outcome letter will advise the complainant of any avenues of external review available to the matter, such as the Victorian Ombudsman.

#### **8.5 Access to External Review**

**8.5.1** If the complainant is aggrieved with the process or outcome of the internal review, they can contact us via any method set out in Item 6 of this



Policy, and we will advise them of any avenues of external review available to the matter.

## **9. Complaints About Contractors**

Vic Urban Plumbing Pty Ltd recognise that we retain a level of responsibility for services carried out by contractors on our behalf.

We give our contractors the opportunity to respond to complaints via letter or written report within 28 days of receiving the complaint.

If a complainant is not satisfied with the outcome of the complaint, they can ask Vic Urban Plumbing Pty Ltd to review the decision.

All outcome letters written by contractors in relation to complaints will include the name and contact details of the Operations Manager to whom the complainant may escalate their complaint if they are not satisfied with the outcome the contractor has provided.

## **10. Remedies**

Where we have found that we have made an error, we will take steps to address the situation.

Possible remedies include, by are not limited to:

- 10.1.1** An explanation of why the error occurred and the steps taken to prevent it happening again.
- 10.1.2** A reversal of a decision.
- 10.1.3** An ex-gratia payment or compensation.
- 10.1.4** Disciplinary action taken against a staff member.

Where we identify an error, we will consider offering a genuine apology to the complainant, in addition to any other remedies offered, irrespective of whether the complainant specifically requests this.

## **11. Privacy**

When gathering information to respond to a complaint, we will only:



- 11.1.1 Use it to deal with the complaint or to address systemic issues arising from the complaint.
- 11.1.2 Disclose it in a de-identified format when disclosing data to the public.
- 11.1.3 Share it with staff on a need-to-know basis.

## **12. Recording Complaints**

All complaints are recorded in the Vic Urban Plumbing Pty Ltd database.

We analyse our complaint data and provide quarterly reports to the Director on how we can reduce complaints and improve services.

The Operations Manager is responsible for acting on the recommendations in these reports.

We record the following information for each complaint:

- 12.1.1 The complainant's details.
- 12.1.2 How the complaint was received.
- 12.1.3 A description of the complaint.
- 12.1.4 The complainant's desired outcome (if known)
- 12.1.5 The staff member responsible for handling the complaint.
- 12.1.6 Any action taken, including contact with the complainant, response times and the outcome.
- 12.1.7 When the complaint was finalised.
- 12.1.8 Relevant demographic information that could help improve services.
- 12.1.9 Any recommendations for improvement, and who is responsible for implementing them.

Any queries regarding the recording of complaints should be directed to the Operations Manager.

## **13. Reporting on Performance**

To measure our performance, we have the following key performance indicators.

The KPIs associated with complaint handling may include, but are not limited to:



- 13.1.1** Complaints upheld, partially upheld, not upheld.
- 13.1.2** Performance against timelines (average time to respond).
- 13.1.3** Number of changes made to services as a result of complaints.
- 13.1.4** Number of complaint outcomes overturned on internal review.
- 13.1.5** Customer satisfaction with the complaint handling system.
- 13.1.6** Complaints escalated to the Victorian Ombudsman Office or Victoria Building Authority where Vic Urban Plumbing Pty Ltd.'s original decision has been overturned and/or proposals for action have been made by the Ombudsman or Victorian Building Authority.

We will report against our complaint handling key performance indicators in our annual report, where we will also detail any service improvements made as a result of complaints received.

## **14. Contact Details**

If you have any queries or concerns about our Privacy Policy, please contact us at:

PO Box 6004, Brown Hill Vic 3350

info@vicurbanplumbing.com.au

0437 018 821 (office)

You can also contact us through the contact form available on our Site.