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1. Purpose

In support of Maxima's Customer Service Charter the following procedural guidelines have been developed to ensure the effectiveness and appropriateness of the service and activities we deliver.

People who use our services, or interact with us in any other way, are encouraged to provide feedback, as compliments, complaints and suggestions, and have their comments utilized in planning the future directions of the service and to improve on how our services are delivered.

A person providing feedback can expect that the principles of natural justice are followed and can do so without fear of reprisals such as, services being withheld from complainant.

2. Scope

This procedure applies to all Maxima employees, customers, contractors, subcontractors and visitors.

3. Requirements

3.1 Enabling Feedback

All services will follow the appropriate mechanisms to seek the views of people on the service they have received.

A customer can provide compliments, complaints or suggestions with a staff member at any time. Feedback can also be provided unintendedly with divisions encouraged to provide an avenue to collect and act on this feedback.

Customers and anyone interacting with the services provided by Maxima will be fully informed about the opportunities to provide feedback and the outcomes of their involvement. This will occur upon first referral to a service and at any time upon request.

Divisions will provide up-to-date resources, available on hand, to customers on how to provide feedback, compliments or suggestions, or make a complaint with the appropriate external bodies.

This feedback process is to be used to inform improvements. For this purpose, feedback which provides an improvement opportunity or demonstrates excellent service standards will be added to SkyTrust. Refer to Continual Improvement Procedure.

3.2 Responding to Feedback

Receipt of feedback will often be informal and the recipient will ascertain whether there is a complaint being made, or simply feedback or compliment provided. In either case, the provision of feedback or receipt of a formal or informal compliment or complaint is an opportunity to consider service improvements and recognition of excellent customer service and delivery.

Customers may provide feedback in a number of ways:

- speak to staff personally face-to-face
- telephone
 - General Customer Service and Employment Enquiries - 1300 669 859
 - Disability Employment Services (DES) Enquiries - 1300 629 462
- in writing
- email via our website www.maxima.com.au.
- have someone speak on their behalf

Each Division will develop practical methods to collect compliments, complaints and suggestions which are provided with a variety of means of access to allow optimal participation. The Quality System can be used to collect customer feedback. However, Divisions may also establish local feedback logs. Divisions will maintain documented information on local and departmental feedback contacts to distribute to Customers.

- [DES Compliments and Complaints Brochure](#)
- [NDIS Compliments, Complaints and Feedback Brochure](#)
- [JPS Complaints Brochure](#)
- [JVES Customer Feedback Brochure](#)

Feedback received via mail or to the general enquiries email address will be directed to the relevant division for action. Some customers also provide feedback via the general enquiry email that is actioned by Reception or the Customer Relationship Centre. All feedback is assessed and forwarded onto the relevant Division.

If there is a compliment or complaint about a staff member, depending on the nature of the compliment or complaint, customers are directed to speak directly to the staff member or service concerned in the first instance. However, the supervisor of the relevant division must be made available to discuss a complaint or acknowledge a compliment if the customer does not feel comfortable approaching the staff member concerned.

- If the staff member is the subject of a complaint, the matter will be forwarded to a Senior Manager for review and action.
- If the complaint is from a staff member about another staff member about a performance or working relationship issue, this must be dealt as per the Grievance and Dispute Resolution Policy.
- If the complaint is an allegation about suspected abuse or neglect, refer to the Reporting Suspected and Alleged Abuse Procedure.
- If the complaint relates to a privacy breach, refer to the Privacy Policy.

The receipt of a compliment or complaint means a process will be put in place to consider the matter raised and the outcome of the consideration will be communicated to the customer within five business days, if requested.

Feedback that is a compliment or complaint of service delivered by a staff member or the service in general, or an idea is suggested for consideration, assists Maxima in recognising and continuing excellent quality service. Staff should encourage formal notification of positive feedback and should be asked if they want confirmation of the feedback being passed on.

3.3 Managing Customer Compliments

A customer expressing a compliment about a staff member or the service must be provided with information about their options with providing this feedback.

Compliments are forwarded to the relevant division.

3.4 Reporting feedback

3.4.1 Reporting Compliments

On receipt of a compliment, a summary of the feedback and proposed recognition will be entered into a feedback log maintained by the division. Staff should acknowledge compliments and thank clients/customers for their interest and feedback. Where possible, clients/customers should be informed how the feedback will be used and assured that it will be passed on to the relevant staff members.

3.5 Reporting Complaints

Maxima will record and report on compliance with procedures in dealing with complaints.

3.5.1 Reporting complaints from Customers

- On receipt of a complaint, a summary of the complaint and proposed action will be entered into a feedback log maintained by the division.
- On completion of the resolution process the outcome will be entered into the feedback register and / or SkyTrust.

3.5.2 Other External Bodies

- All complaints will be dealt with by the relevant Specialist or persons delegated to undertake that role.
- Notification of the receipt of a complaint will be made by the relevant Specialist or delegate within 5 working days of receipt of the complaint.
- Completion of the process of dealing with the complaint will be communicated to relevant external and internal stakeholders.
- All information is recorded in the relevant feedback register and / or SkyTrust.

3.6 Feedback summary report

1. Team members must ensure that all feedback is logged in their local feedback logs.
2. The local feedback log will be available (accessible) to the Executive Management team, who will monitor timely responses to complaints.
3. The feedback register will be made available to the Quality, Audit, Risk and Compliance Manager for internal auditing and Management Review.

4. Roles and Responsibilities

The effective implementation of this policy requires the commitment of all personnel. Key roles and associated responsibilities are summarised in the table below:

Role	Responsibilities
Executive Group	<ul style="list-style-type: none">• Allocate necessary resources for the successful implementation of the Customer Feedback Procedure.• Review and approve the Customer Feedback Procedure and associated supporting documents.• Oversee and evaluate the effectiveness of the Customer Feedback Procedure within their business units.
Quality, Audit, Risk and Compliance Manager	<ul style="list-style-type: none">• Develop, maintain, and update the content of the Customer Feedback Procedure.• Ensure compliance with internal and external auditing programs related to customer feedback.• Periodically review and update the Customer Feedback Procedure as needed.
Line Managers	<ul style="list-style-type: none">• Implement the Customer Feedback Procedure within their respective teams.• Communicate the importance of customer feedback and ensure team members are aware of the procedure.
All Maxima Workers	<ul style="list-style-type: none">• Comply with the Customer Feedback Procedure and any associated supporting documents.• Seek guidance if uncertain about the application of the Customer Feedback Procedure.• Actively participate in the feedback process and provide necessary information when required.

5. Record Keeping

In addition to maintaining a local feedback log, other record keeping requirements must be met.

5.1 Sensitive files

Sensitive information that involves for example dealing with child protection matters, abuse of vulnerable persons or Sexual Harassment must be kept securely by the Executive Manager, Corporate Services. A note to the effect that such a file exists will be placed in the relevant Customer or staff file.

5.2 General complaints

Records from complaints that are not specific to a Customer, employee or Service will be filed as appropriate for the Division e.g. on the CRM or SkyTrust.

5.3 Specific complaints

Information relevant to a Customer will be kept in the Customer file unless it has been classified as a sensitive file. Information relevant to a staff member will be kept on the Central Personnel File with HR unless it has been classified as a sensitive file. Information relevant to a Service will be held in an area designated by the Business/Operations Manager and the local file.

5.4 Systemic complaints

When action of a systemic nature is required, in response to a complaint, it will be logged in Maxima's Quality System and assigned to the relevant Specialist. Each action will be assigned, a due date and reporting mechanism agreed. A current status copy of this report will be available to the Executive Management Team for monitoring.

6. Measurement and Evaluation

- 6.1 The Customer Feedback Procedure will be reviewed at least biennially by the document owner or whenever significant change occurs.
- 6.2 The effectiveness of Customer Feedback documentation, customer service procedures and will be measured through a KPI reported quarterly to the Risk and Compliance Committee.

7. Compliance

The feedback process will be subject to both internal and external auditing as per Maxima's Internal and External Auditing Programs. During this time, evidence will be sought to ensure Maxima's process is in line with funding, standards and legal requirements. Confidential information will remain confidential with authority for deidentified information to be provided or by the Executive Manager, Corporate Services.

8. Definitions

A **complaint** is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected. A complaint relates to a specific episode, occurrence or provision of service that has resulted in an impact on any individual or group. A general expression of concern is not a complaint.

Compliments are expressions of praise, encouragement or gratitude about services funded, contracted, regulated or provided by Maxima. They provide valuable feedback about the level of satisfaction with service delivery. Compliments provide:

- valuable indicators of the effectiveness of a service
- useful insights about the aspects of service that are most meaningful to people
- examples of good practice which can be shared throughout the department
- an opportunity to recognise the efforts of staff and boost morale.

Feedback is any information that is forthcoming, whether solicited or unsolicited which can be used as a basis for improvement.

Incidental/unintentional Feedback is a general expression of dissatisfaction or satisfaction gained during the course of providing a service however is not recognised as a complaint i.e. the person providing the feedback has no planned outcome in mind.

9. Key Associated Documents

- Confidentiality Policy (GPR 252-1)
- Critical Incident Management Procedure (GPR 150-40)
- Critical Incident Response Work Flow (GPR 150-42)
- Compliance Procedure (GPR 100-8)
- Continual Improvement Procedure (GPR 100-2)
- Customer Incident Procedure (GPR 150-22)
- Customer Service Charter (GP 102-1)
- Grievances and Disputes Policy (GP 017)
- Incident Management Policy (GP 150)
- Privacy Policy (GP 252-1)
- Quality, Safety and Environment Policy (GP 300)
- Reporting Suspected or Alleged Abuse Procedure (GPR 102-2)
- Risk Management Policy (GP 101)
- Risk Management Procedure (GPR 101-1)
- Safe Organisation Policy (GP 102-2)
- Social Media Policy (GP 140)
- Joblink Customer Feedback Brochures

10. References

This policy was made to ensure compliance with the [National Principles for Child Safe Organisations](#), [National Standards for Disability Services](#) and the [National Disability Insurance Scheme](#).

Maxima acknowledges the legal requirements for Privacy, Child Protection, Disability Services and Equal Opportunity under both Commonwealth and State legislation. For a complete list of legislation refer to the Legal and Other Requirements Register.

11. Appendices

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