

Our Complaints and Appeals Policy

How we handle complaints and appeals

Easy Read version



How to use this document



*Quality Innovation Performance
Certifications Pty Ltd* (QIP Certifications)
wrote this document. When you see the
word 'we', it means QIP Certifications.



We have written this information in an
easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**.
We explain what these words mean.
There is a list of these words on page 17.



This Easy Read document is a summary
of our Complaints and Appeals Policy.



You can find the policy on our website at
www.qipcertifications.com.au



You can ask for help to read
this document.

A friend, family member or support
person may be able to help you.

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What do we do when we get complaints or appeals?



A **complaint** is when a person tells someone they aren't happy with something.



This could be a:

- service they've used
- product they've bought.



An **appeal** is when someone asks for an issue to be looked at again.



This usually happens when the issue has been looked at, but the person isn't happy with the decision that was made.



We have to make sure we handle any complaints and appeals:

- fairly
- quickly
- well.

Our policy has 3 main goals.

They are:



1. We want to deal with the issues people complain about:

- quickly
- without spending too much money.



2. We want people in our community to be happy with how we run things.



3. We want information to help us work out how we can do things better.

What does our policy do?



Our policy helps to guide:

- people who work for us
- clients
- people who want to make a complaint.



It includes information about the key values and ideas about how we handle complaints.



It applies to our staff who handle complaints from the community about:

- us or someone who works for us
- our products
- our services
- the way we do our work.



You can write your complaint and send it to:

QIP Certifications Complaints Officer

PO Box 2058

MILTON BC, QLD 4064



Or you can make a complaint by:

- phoning 1300 089 981
- emailing
contact@qipcertifications.com.au
- visiting our website at
www.qipcertifications.com.au
- sending a fax to (07) 3876 6373.

What do we expect from our staff?



We expect all our staff to handle complaints:

- fairly
- quickly
- well.



This includes our:

- Board Chair
- Executive Manager
- Quality Assurance Officer
- staff who deal with complaints and appeals.

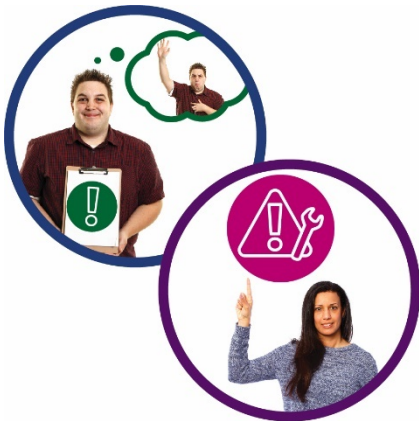


On the following pages, we talk about what these staff members are working to achieve and how they can achieve it.

Board Chair and Executive Manager



The Board Chair and Executive Manager are part of Management.



They work to make sure everyone who works for us:

- believes complaints are important
- wants to fix problems that cause complaints.

They do this by:



- sharing reports on how we handle complaints with the community



- supporting our staff to handle complaints and appeals



- seeing if people are complaining about the same things over and over



- asking everyone who works for us to help staff who manage complaints



- asking everyone who works for us to find ways to improve the way we handle complaints



- rewarding people who work for us when they handle a complaint or appeal well



- always improving the way we work, our products and services.

Quality Assurance Officer



The Quality Assurance Officer is also called the Complaints Officer.



They work to build and manage the way we deal with complaints.

They do this by:



- telling the Executive Manager about any issues that come up from a complaint or appeal



- telling the Executive Manager about ways to improve how we handle complaints



- supporting people who work for us to handle complaints well



- asking everyone who works for us to find ways to improve the way we handle complaints



- asking everyone who works for us to help staff who handle complaints



- rewarding people who work for us when they handle a complaint or appeal well.

Staff who deal with complaints and appeals



Staff who deal with complaints and appeals work to do their job well.

They do this by:



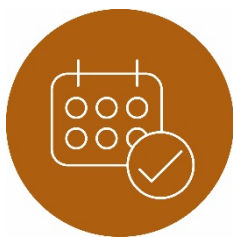
- treating everyone with **respect** – when you treat someone with care and understanding



- helping people make a complaint or ask for an appeal



- following our policy



- staying up-to-date with the best ways to handle complaints and appeals



- telling Management about any issues that come up from complaints and appeals



- finding ways to improve the way we handle complaints



- putting changes in place that Management has asked for.



Management will usually ask for these changes after they have looked at reports about the complaints and appeals we have received.

All staff



We expect all our staff to understand and follow our policy.

They do this by:



- treating people with respect



- knowing how to handle any complaints or appeals



- helping people who make a complaint or ask for an appeal



- helping staff who handle complaints



- telling Management about any issues that come up from the complaints



- putting changes in place that Management has asked for.

Word list



Appeal

An appeal is when someone asks for an issue to be looked at again.

This usually happens when the issue has been looked at, but the person isn't happy with the decision that was made.



Complaint

When a person tells someone they aren't happy with something.

This could be a:

- service they've used
- product they've bought.



Respect

When you treat someone with care and understanding.

Contact us



1300 089 981



contact@qipcertifications.com.au



PO BOX 2058
Milton BC, QLD 4064



www.qipcertifications.com.au



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