

Quality Innovation Performance Certifications Pty Ltd (QIP Certifications) has an obligation to ensure that we handle all complaints and appeals fairly, efficiently and effectively.

Our complaints and appeals management system will:

- 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 [where relevant], services, systems and processes, staff or contractors and complaint handling.

This policy provides guidance to our employees, contractors, clients and people who wish to make a complaint by detailing the key principles and concepts of our complaint management system and applies to all staff receiving or managing complaints from the public made to or about us, regarding our products, services, systems and processes, staff or contractors and complaint handling.

Staff grievances, code of conduct complaints and public interest disclosures are dealt with through separate Australian General Practice Accreditation Limited (AGPAL) mechanisms.

QIP Certifications expects employees 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.

Who	Commitment	How
Board Chair and General Manager – Operations AGPAL QIP	Promote a culture that values complaints and their effective resolution	<ul style="list-style-type: none"> • Report publicly on QIP Certifications’ complaint handling. • Provide adequate support and direction to key staff responsible for handling complaints and appeals. • Regularly review reports about complaint trends and issues arising from complaints. • Encourage all staff and contractors to be alert to complaints and assist those responsible for handling complaints to resolve them promptly. • Encourage staff and contractors to make recommendations for system improvements. • Recognise and reward good complaint handling by staff and contractors. • Support recommendations for product, service, staff/contractor and complaint handling improvements arising from the analysis of complaint data;

		<ul style="list-style-type: none"> • Ensure recommendations arising out of complaint and appeals data analysis are canvassed with the board chair and implemented where appropriate.
National Manager – Auditing Services	Monitor and manage our complaint management system	<ul style="list-style-type: none"> • Ensure recommendations arising out of complaint and appeals data analysis are canvassed with the EM for discussion as necessary with the Board Chair. • Provide regular reports to the EM on issues arising from complaint and appeal handling work. • Recruit, train and empower staff and contractors to resolve complaints and appeals promptly and in accordance with QIP Certifications’ policies and procedures. • Encourage staff managing complaints and appeals to provide suggestions on ways to improve the organisation’s complaint management system. • Encourage all staff and contractors’ to be alert to complaints and assist those responsible for handling complaints resolve them promptly. • Recognise and reward good complaint and appeals handling by staff.
Employees whose duties include complaint and appeals handling	Demonstrate exemplary complaint and appeals handling practices	<ul style="list-style-type: none"> • Treat all people with respect, including people who make complaints or appealing a decision. • Assist people make a complaint or lodge an appeal, if needed. • Comply with this policy and its associated procedures. • Keep informed about best practice in complaint and appeals handling. • Provide feedback to management on issues arising from complaints and appeals. • Provide suggestions to management on ways to improve the organisation’s complaints and appeals management system. • Implement changes arising from individual complaints and appeals from the analysis of complaint data as directed by management.

<p>All employees</p>	<p>Understand and comply with QIP Certifications' complaint and appeal handling practices</p>	<ul style="list-style-type: none"> • Treat all people with respect, including people who make complaints. • Be aware of QIP Certifications' complaint and appeals handling policies and procedures. • Assist people who wish to make complaints and appeals access the QIP Certifications' complaints process. • Be alert to complaints and assist staff handling complaints to resolve matters promptly. • Provide feedback to management on issues arising from complaints. • Implement changes arising from individual complaints and appeals from the analysis and evaluation of complaint data as directed by management.
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