

## **1. INTRODUCTION**

Complaints are an important way for the management of an organization to be accountable to the public, clients and stakeholders, as well as providing valuable prompts to review organizational performance and the conduct of its personnel.

Metro Building Surveying Pty Ltd has formulated and implemented a Complaints Handling Procedure which welcomes complaints and ensures these are recorded and satisfactorily dealt with in a timely manner. The information obtained through the Complaints Handling Procedure is recorded, reviewed and assessed and is important to the organization's future direction in that it could lead to improvements in processes and procedures which could then improve the company's reputation.

## **2. AIM**

The aim the policy is to provide the organizations customers with fair, consistent, and structured process for handing complaints if they are dissatisfied with a service, action, or decision of the company.

Emphasis will be placed on resolving complaints as quickly as possible. However, where complaints cannot be settled quickly or easily, we will ensure that they are dealt with through appropriate, more formal procedures.

## **3. POLICY STATEMENT**

### **4.**

Our complaint handling policy provides information about the framework that is in place for handling customer complaints.

The complaint handling procedure provides benefits to the organization including:

- resolves complaints in a timely manner and provide a complainant with access to an open and responsive complaints-handling process
- enhances the ability of the organization to resolve complaints in a consistent, systematic and responsive manner to the satisfaction of the complainant and the organization
- enhances the ability of an organization to identify trends and eliminate causes of complaints and improve the organization's operations
- helps an organization create a customer focused approach to resolving complaints and encourage personnel to improve their skills in dispute resolution and customer service
- provides information that can lead to improvements in service delivery and can improve the reputation of an organization and strengthen public confidence in an organization's administrative processes
- provides a basis for continual review and analysis of the complaints handling process, the resolution of complaints and process improvements made.

The Complaints Handling Procedure will enable complaints to be made, assessed, promptly actioned handled objectively, fairly and confidentially and facilitates accountability for complaint handling and to stimulate organizational improvement.

## **5. SCOPE**

This policy applies broadly to all complaints falling under our responsibility.

This policy does not apply to complaints that are required to be handled according to the requirement of other legislations.

Where a complaint does not fall within our responsibility, we will endeavor to direct the customer to the appropriate authority or service provider for resolution.

## **6. ROLES & RESPONSIBILITY**

### Frontline Staff

- Receiving the complaint and where possible resolving it at the point of contact, within the scope of their role.
- Complying with this policy.
- Ensuring complaints are recorded.
- Escalating complex complaints to the appropriate senior staff member.

### Director

- Investigating the matter and contacting the complainant where a complaint is escalated to them because it cannot be resolved by frontline staff. Complying with the policy.
- Ensuring staff understand this policy.

### Contractors

- Complying with policy.
- Ensuring they and their employees understand this policy.
- Managing any referred complaints in accordance with this policy and guidelines.

## **7. HOW TO MAKE A COMPLAINT**

Mail: Metro Building Surveying Pty Ltd  
Suite 3, 234 Lower Heidelberg Road  
Ivanhoe East 3079

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

Telephone: 9497 4522

Website: [www.metrobuildingsurveying.com.au](http://www.metrobuildingsurveying.com.au)

Please provide as much information as possible so we can effectively address your concern.

## **8. COMPLAINTS PROCEDURE**

### **a. Receipt**

The person receiving the complaint is to ensure that the full details of the complaint and complainant will be recorded on the organization's system including:

- time and date of receipt of complaint
- the name of the person that received the complaint
- complainant's name and contact details including their address, mobile telephone number and email address
- nature of their complaint
- supporting information or documentation or photographs

Complainants will be requested to follow up their complaint in writing (preferably email) and to submit any supporting information or documentation.

- The above details are to be recorded in the computer system.
- Attach any relevant documents including emails

### **b. Acknowledge**

Complainants are to be advised that their complaint will be assessed and that if the matter comes within the responsibility of the organization, it will be investigated. Complainants are to be advised within 5 Business days what action, if any is to be taken.

### **c. Assess**

Assess the complaint, check records including building permit files, inspection records and notes and then send full details to the complaints officer and the director who will determine the seriousness of the matter, what action is required and the extent of any investigation.

### **d. Investigate**

When required a full investigation will be carried out and the findings will be documented to ensure all aspects of the complaint have been addressed and canvassed and a decision will then be made about what further action needs to be taken.

e. Resolve and Confirm

The complaints officer or director will ensure that the final resolution is clear and fair and that it meets the organization's expectations.

f. Response to Complainant

The complainant will be notified of the outcome in writing with details of any findings without disclosing any confidential or private information.

g. Closing the Complaint & Review

The organization will maintain records regarding complaints and how these were managed and resolved. All complaints will be reviewed monthly by management and staff notified of any trends or other important issues that were identified and how these were dealt with.