

## Matrix on Board Client Feedback and Complaints Handling Policy and Procedures

---

### **Policy Statement**

Matrix on Board is committed to providing the best possible service to our clients and seeks to promote a culture of continuous improvement. Matrix on Board carries out a formal feedback process with all clients, and encourages clients to provide both positive and negative feedback on the service provided to ensure that clients receive the best possible service.

### **Purpose**

The purpose of this document is to outline the process Matrix on Board employees are required to follow when a client wishes to lodge a complaint about the service provided by Matrix on Board .

This policy applies to the Directors and staff based in NSW, Victoria, Northern Territory & Western Australia and QLD offices.

### **1. Client Feedback**

Client feedback is formally collected from clients in different ways, depending on service type:

- a) For clients on annual recurrent contracts a client feedback form is distributed on the anniversary and as part of the annual review process;
- b) For clients on time-limited projects, a client feedback form is distributed at the completion of the project.

### **2. Compliments**

Matrix believes that it is important to have a formal mechanism for receiving compliments on a service or employee. Compliments will be received in the same way as complaints and will be acknowledged and shared within the company.

Where Matrix receives client compliments permission may be sought to publish these on the Matrix website as client testimonials.

### **3. Complaints**

Matrix on Board recognises that complaints will enable the company to identify and resolve issues of concern to clients.

Receiving client complaints will assist Matrix to:

- Improve service delivery to clients
- Demonstrate the commitment Matrix has to providing high quality services
- Identify areas which require improvement
- Obtain valuable feedback.

A client complaint is a formal expression of dissatisfaction with Matrix on Board's level of service provided for a contracted piece of work. Dissatisfaction may arise from service provided by Matrix employees, contractors or from the impact of Matrix systems or policy and procedures.

To be accepted as a complaint, the complainant must request that the statement be formally recorded as a complaint.

**(a) Lodging a complaint**

Complaints can be lodged with Matrix in one of the following ways:

- In person
- By phone
- Email
- A letter

The complaint should detail the name of the person making the complaint, the organisation they represent, their contact details and a description of the issue.

Complaints that will not be investigated include:

- Complaints that are considered frivolous, vexatious or not made in good faith or concerns a trivial matter
- Relates to a matter where there is insufficient information available
- Relates to conditions or restrictions placed on Matrix by legislation
- Involves a matter where the complainant refuses to provide further information or formalise the complaint
- The complainant has made threats against Matrix on Board or a Matrix employee.

Should the Managing Directors determine that the complaint will not be investigated the complainant will be advised of the reason for the decision in writing.

**(b) Complaint handling system**

Matrix will solve complaints according to principles of:

- Privacy
- Confidentiality
- Fairness
- Natural Justice
- Accessibility.

Matrix will endeavour to prevent similar complaints from reoccurring in the future by seeking to re-establish positive relationships with Matrix on Board clients wherever possible.

### **(c) Complaint Handling Procedure**

#### **Step 1**

The client should in the first instance contact the Matrix employee directly involved or responsible for the service that the complaint relates to. An employee who receives a verbal complaint must advise their supervisor immediately for advice and action. The employee involved will deal with the complaint directly with the client to work together to agree on any action to be taken.

A file note of the investigation and any correspondence is to be provided to their supervisor and the Manager, Corporate Services for filing.

#### **Step 2**

Where the complaint cannot be resolved to the satisfaction of the client through step 1, the employee will inform the supervisor and the Manager of the service area. The Manager of the service area will contact the client within 24 hours to discuss the nature of the complaint.

The Manager will inform the Managing Director of the complaint.

The Manager will investigate the complaint and determine what action will be taken. Where appropriate, the Manager will request the client put the complaint in writing.

In conducting the investigation, the Manager will notify the relevant employee of the complaint and allow them the opportunity to state their case and respond to the complaint.

Within 7 days the Manager will respond to the client about how the complaint will be resolved. The response will outline the nature/content of the complaints and how the complaint is to be resolved by Matrix.

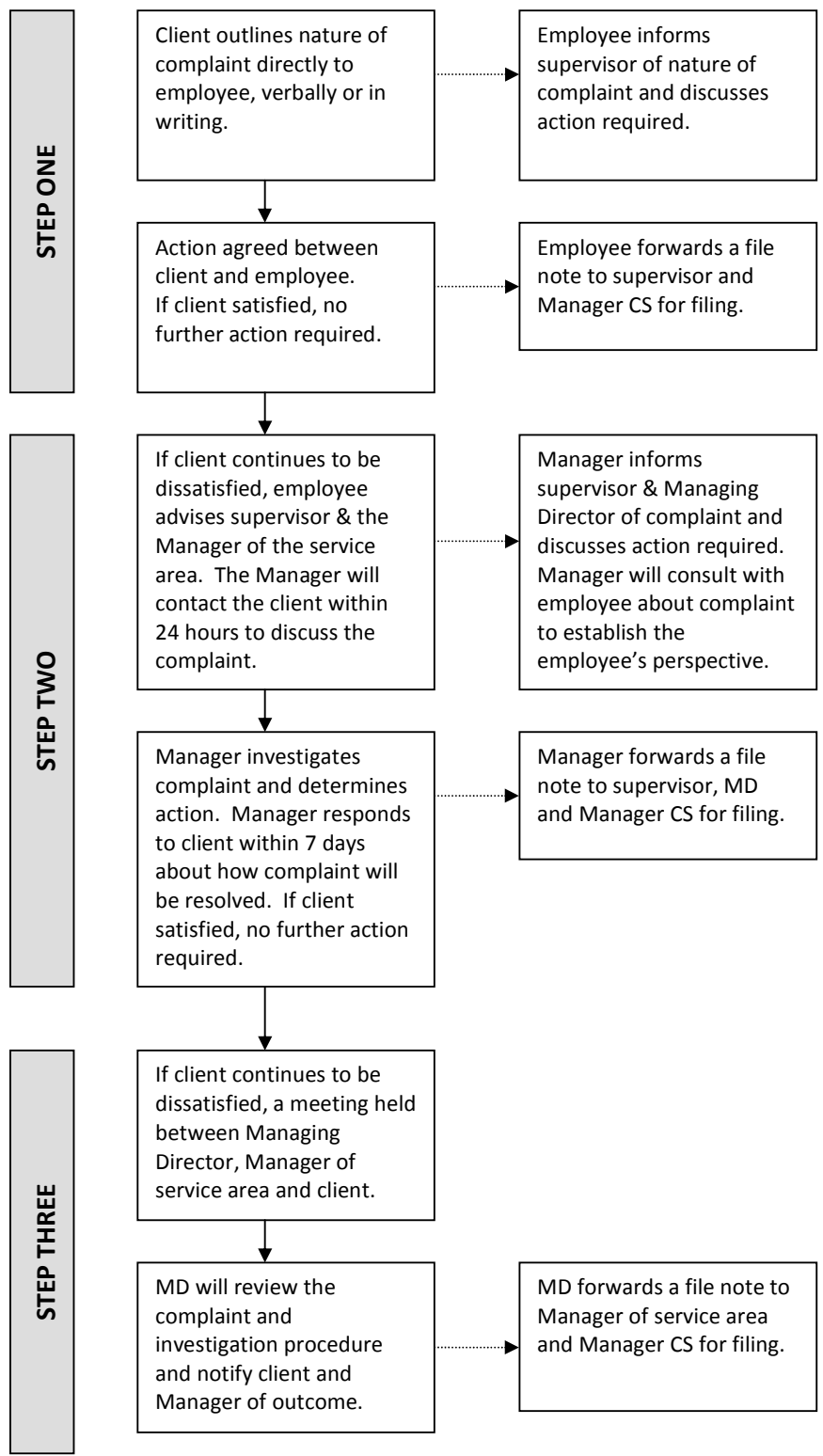
A file note of the investigation and any correspondence is to be provided to the Managing Director and the Manager, Corporate Services for filing.

#### **Step 3**

Where the complaint cannot be resolved to the satisfaction of the client through Step 2, a meeting will be held between the Managing Director, the Manager of the service area and the client.

The Managing Director will review the complaint and the investigation procedure and notify the client of the outcome.

A file note and any correspondence of all complaints received are to be forwarded to the Manager, Corporate Services who will keep a log of all complaints. The log is stored in a (electronic copy? Where on server – restricted access...) locked filing cabinet and all information is confidential to those involved in the complaints process.



## Related Legislation

STATE	LEGISLATION
Federal	<i>Disability Discrimination Act 1992</i> <i>Human Rights and Equal Opportunity Commission Act 1986</i> <i>Racial Discrimination Act 1975</i> <i>Sex Discrimination Act 1984</i> <i>Age Discrimination Act 2004</i> <i>Equal Opportunity for Women in the Workplace Act 1999</i> <i>Australian Human Rights Commission Act 1986</i> <i>Fair Work Act 2009</i>
WA	<i>Equal Opportunity Act 1984</i>
NSW	<i>Anti-Discrimination Act 1977</i> <i>Industrial Relations Act 1996</i>
VIC	<i>Equal Opportunity Act 1995</i> <i>Racial and Religious Tolerance Act 2001</i>
QLD	<i>Anti-Discrimination Act 1991</i> <i>Industrial Relations Act 1999</i>
NT	<i>Anti-Discrimination Act 1992</i>