

1. POLICY: COMPLAINTS POLICY

2. DATE: April 2016

3. INTRODUCTION

The Royal Life Saving Society in providing a quality service to its clients has developed a complaints policy to deal with concerns from customers that may arise in dealings with the Training Department.

4. POLICY

The Royal Life Saving Society is keen to ensure that complaints are solved promptly in a fair and equitable manner. In most cases, it is expected that the parties directly involved would resolve the complaint. Accordingly, candidates are encouraged to take up such matters with the persons involved as soon as possible.

If this approach is unsuccessful, customers should consider lodging a formal complaint, in writing, to the relevant Manager. The scope of the policy could include complaints regarding matters that relate to teaching practices, discriminatory behaviour, sexual harassment, physical disabilities etc.

The Royal Life Saving Society has documented the procedures for dealing with complaints from customers.

5. PROCESS

The process for dealing with grievance is as follows:

Level 1 – Initial complaint

The staff member will attempt to deal with the complaint through direct verbal discussions of the concerns at the time of complaint with the other party. If the complaint cannot be resolved to the satisfaction of all parties then the complaint will progress to level 2.

The staff member involved will document the complaint and forward it to the relevant Manager or document the complaint directly into the complements and complaints register.

If the complaint is of a harassment or serious nature the Program Manager will immediately report the complaint to the General Manger, Operations.

Level 2 – Written Complaint to Manager

The customer is requested to detail their complaint in writing and forward it to the relevant Training Department Manager. The relevant Training Department Manager will investigate the complaint. A written reply regarding the outcome will be provided within 10 working days.

If the customer is still not satisfied the complaint will progress to the level 3.

Level 3 – Meeting with Manager, Staff Member and Customer

Should the customer still not be satisfied, a meeting with the relevant Training Department Manager, staff member and customer is arranged to attempt to resolve the issue.

Level 4 – Resolution by Executive Officer

Should the matter still remain unresolved the customer is advised that the General Manager of Operations will be notified by the Training Department Manager and provided with all the information to progress the investigation to its final conclusion.