

# Customer Complaint

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## Overview

Westvic Staffing Solutions recognises the right of the customer to complain when feeling dissatisfied. We undertake, to wherever possible resolve complaints and to prevent a similar grievance from occurring.

Complaints feedback is utilised by Westvic Staffing Solutions to assist in management processes and to assist in the improvement of the delivery of customer service.

All staff appreciate that most people want:

- To be heard;
- To be understood and taken seriously;
- To be respected;
- To be given an explanation;
- To be given an apology, where appropriate; and
- To get action or resolution as soon as possible

## Definition of a Complaint

A complaint is an expression of dissatisfaction received by Westvic Staffing Solutions from a customer.

It includes situations where:

- The customer is dissatisfied with the quality of the services provided;
- Westvic Staffing Solutions has failed to meet a service performance standard;
- A member of staff has failed to follow a policy, procedure or guideline;
- A customer is dissatisfied with the performance of a staff member.

## A complaint is not:

- An initial request for service or action by Westvic Staffing Solutions
- A request for information or an explanation of Westvic Staffing Solutions policies or procedures
- Negative feedback, or the dislike of a Westvic Staffing Solutions policy or a procedure.

If a complaint relates to a member of staff, the provisions of the Organisation's code of conduct and values statement shall apply.

If the complaint relates to suspected corruption or unlawful behaviour, these complaints must be referred to the Chief Executive Office.

## Raising a concern

We recognise that even in the best-run organisations things may still go wrong. Should a client have an issue they should tell us about it, giving us the opportunity to fix the problem and/ or improve our systems.

We shall investigate all issues raised as far as practicable and answer the client's questions and do all we can to regain their confidence.

To assist us in helping clients, we ask that they follow a simple three-step process:

1. That they detail the issue they wish to raise, provide any supporting documentation and list the questions, if any, they want answered and decide on the appropriate action they wish us to take.
2. They direct their concern or issue to the appropriate member of staff or relevant Service Department Manager and explain the issue. Our staff shall fully review the situation and if possible resolve it immediately or at least give a mutually agreed date for the matter to be resolved.
3. If at this stage the issue is not been satisfactorily resolved, the matter may be referred to the CEO who shall have the issue investigated. In this instance it is requested that the customer write to:

**The CEO**  
**Westvic Staffing Solutions**  
**190 Koroit Street**  
**Warrnambool 3280**

**Procedure**

Complaints made to Westvic Staffing Solutions by customers shall be handled in accordance with our Quality Management System which includes the following guidelines:

- All formal complaints received must be recorded and documented and the complainant concern acknowledged as soon as possible, generally within four normal working days
- Parties to a complaint, appeal or grievance are responsible for ensuring confidentiality at all times, with respect to both verbal discussions and written documentation relating to the complaint, appeal or grievance.
- If a grievance or complaint is not substantiated, the finding shall be documented and communicated to the complainant.
- Where a complaint is substantiated Westvic Staffing Solutions will consider the matter and where appropriate will initiate appropriate action in line with the circumstances of the individual case. The finding shall be documented and communicated to the complainant.