

Complaint Management Policy

NECA Queensland

Introduction:

NECA Queensland and its members are committed to providing the best quality services to our customers, and strive to deliver a satisfactory outcome on every occasion. To ensure that this aim is being met, NECA welcomes feedback so that we can provide guidance to members to assist them to improve the quality of their performance.

All NECA Queensland members are bound by the Association's Code of Conduct, which includes reference to this Complaint Management Policy and associated procedures. The procedures are designed to promote a fair and efficient resolution to any customer complaints.

Commitment:

NECA Queensland is committed to adopting a responsive, effective and economical approach towards complaint resolution.

NECA Queensland:

- Acknowledges the right of customers to complain when dissatisfied with a service they have paid for.
- Encourages feedback from customers, both positive and negative, with a view to using the feedback to educate members and improve service levels throughout the Association.
- Encourages members to accept negative feedback in a non-defensive manner, and to be responsive and use the feedback to improve their customer service.
- Recognises that if a complaint is not resolved in an acceptable manner by the member, it might be necessary to escalate the complaint – in this instance to NECA Queensland's dispute resolution procedure.

Policy:

NECA Queensland members are committed to providing quality service and meeting the expectations of their customers. If a written customer complaint made to the member remains unresolved, NECA Queensland's dispute resolution process can be initiated. Once a dispute is resolved, it is NECA Queensland's aim to work with the member to educate them and avoid such an issue again.

The NECA Queensland complaints management process aims to:

- resolve any complaint in a timely manner
- identify all facts and give all parties an opportunity to present their case
- be fair to all parties

Scope:

This policy applies to all NECA Queensland members, including corporate members.

This policy includes:

- Complaints received regarding customer dissatisfaction
- Complaints received from members regarding other members
- Complaints received regarding public safety

Complaints Procedure:

| Complaint Stage | Necessary Action |
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| Verbal complaint received by NECA Queensland: | NECA advises complainant to put complaint in writing to member |
| Written complaint is received by NECA Queensland: | NECA requests evidence of complainant contacting member. NECA Complaints Officer (General Manager or his delegate) lodges the complaint in NECA system NECA contacts the Member and seeks resolution. NECA contacts complainant to report outcomes of initial resolution meeting |
| Complaint not resolved: | NECA mediates in a meeting between the 2 parties OR NECA undertakes further meetings with both the Member and the complainant separately OR NECA investigates and reports outcome if a further meeting is deemed unnecessary |
| NECA Council approve outcomes: | NECA Queensland Council meet with the Complaints Officer to approve further actions. Member and complainant informed of outcomes |
| Resolution of complaint: Member is cleared OR Member agrees to remedial action | All appropriate persons to be notified of satisfactory outcome: <ul style="list-style-type: none"> • Complainant • Council • Member |
| Non-resolution of complaint: Member does not agree to remedial action | NECA Queensland Council will progress the complaint further, which might escalate to include removing membership status and/or legal action. |
| Complaint Closed | Complaints Officer closes the complaint. Complaint is included in annual statistics report. |