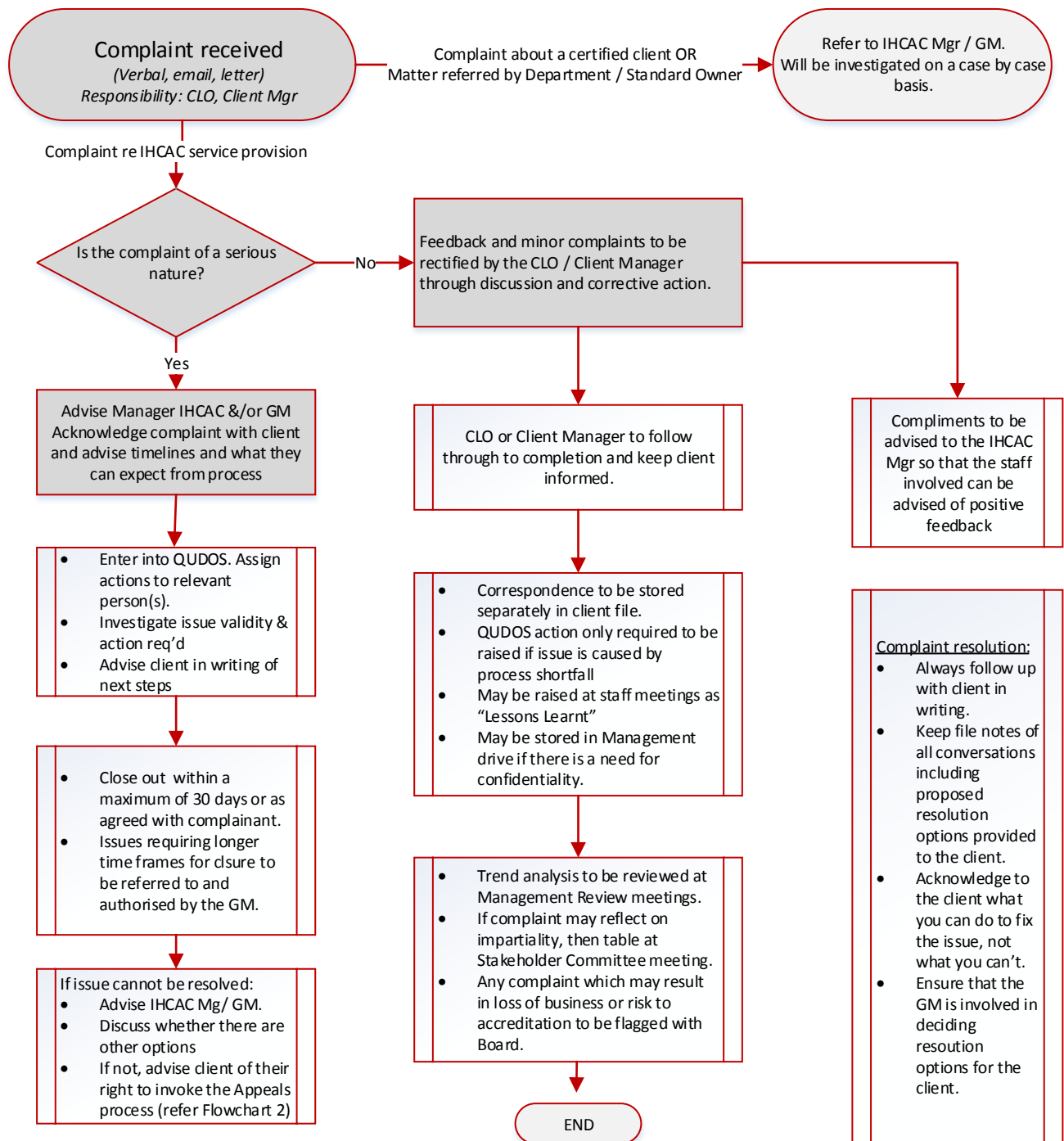


Flowchart 1 – IHCA Group Complaints / Feedback management process



IHCAC complaint & 'matter' management principles:

- A complaint is defined as something that is deemed as unsatisfactory or unacceptable in IHCAC's provision of a service. All complaints are to be taken seriously and investigation of the causes will determine whether the issue is real / perceived and whether it's a system issue or not. A complaint which is defined as 'serious' poses or outlines a risk to IHCAC business or personnel (e.g. WH&S risk, accreditation risk, potential loss of business) and needs to be prioritised for resolution.
- A 'matter' is an issue referred to IHCAC by a Standard Owner or stakeholder which may relate to service issues or queries regarding provision of services. Not all questions directed to IHCAC by Standard Owners are to be considered 'matters'.
- Submission, investigation and decision on complaints shall not result in any discriminatory action against the complainant.
- Complaints about certified clients shall be referred to the client as appropriate by the IHCAC Manager or GM, BUT always ensuring that the confidentiality of the complainant is maintained at all times (unless they have provided their express approval to disclose their details).
- Investigation of serious complaints shall be conducted by personnel other than those involved in activities leading to the complaint.
- Where complaints are serious in nature, and where possible, all parties should be given an opportunity to 'right of reply' HOWEVER confidentiality in this process must be maintained.
- Complaints are to be resolved in a timely fashion, acknowledging that some investigations may take longer than others. The complainant and the IHCAC Manager shall be kept informed of progress at all times.
- This process may also be used to manage compliments, general feedback or improvement suggestions.
- Contract auditors will not be paid for time required to attend to or assist in resolving complaints or matters where they are the subject of the complaint.