

COURTHEATH COMPLAINTS POLICY

DECEMBER 2024

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1 COMPLAINTS AT COURTHEATH

1.1 COMMITMENT

We are committed to:

- fostering a culture that encourages and values feedback
- handling complaints properly and constructively
- resolving complaints
- having a culture that recognises an individual's right to complain.

We value complaints and recognise them as being part of:

- providing a safe workplace for our staff, and
- improving service delivery to our clients.

1.2 OBJECTIVES

The objective of this policy is to outline how CourtHeath will handle complaints. It aims to:

- establish an open and transparent complaint handling system
- specify the key performance indicators to which we will hold ourselves accountable
- establish timeframes for resolving complaints
- clarify the roles and responsibilities of CourtHeath staff
- ensure staff handle complaints fairly and objectively
- set out how staff record and analyse complaint data to identify where we can improve our services.

1.3 THE COMPLAINTS LANDSCAPE

CourtHeath is a micro-business providing professional consulting services to the public sector in Victoria. In almost 40 years of operation, we have not received any complaints.

1.4 SCOPE

This policy applies to:

- CourtHeath employees and contractors
- complaints by CourtHeath personnel
- complaints by third parties such as clients, competitors or other businesses.



1.5 PERSONNEL RESPONSIBLE FOR MANAGING COMPLAINTS

CourtHeath's Managing Director Pauline Bernard is responsible for managing complaints.

1.6 DEFINITION

A complaint is an expression of dissatisfaction with:

- the quality of an action taken, decision made, or service provided by CourtHeath, or
- a delay or failure by CourtHeath in providing a service, making a decision or taking an action.

2 HOW TO MAKE A COMPLAINT

Complaints can be made by:

Mail	CourtHeath Consulting Level 30, 35 Collins Street Melbourne/ Naarm, VIC 3000
Email	info@courtheath.com.au
Website	https://www.courtheath.com.au

3 COURTHEATH APPROACH

3.1 ACCESSIBILITY

Staff will actively assist people with diverse needs to navigate the complaints process, ensuring they can easily complain and voice their concerns.

3.2 TRANSPARENCY

We make it clear how to complain, where to complain and how the complaint will be handled. The steps taken to respond to a complaint are recorded and will stand up to scrutiny.

3.3 OBJECTIVITY AND FAIRNESS

Complaints will be dealt with courteously, impartially, within established timeframes and are assessed on merit.

3.4 PRIVACY

Complaint information will be handled according to privacy laws and other relevant legislation. We will provide clear information about how we handle personal information. Complaint data will be de-identified if reported on more widely.

3.5 ACCOUNTABILITY

We are accountable internally and externally for our decision making and complaint handling performance. We will provide explanations and reasons for decisions, and ensure that our decisions are subject to appropriate review processes.

3.6 CONTINUOUS IMPROVEMENT

Acting on, learning from, and using complaint data will help us identify problems and improve services. We will therefore keep an electronic record of all complaints.

4 ROLES AND RESPONSIBILITIES

Role	We will ...
Directors	<ul style="list-style-type: none">• receive any complaint made orally or in writing (from internal and external Complainants)• have committed to writing any complaint made orally• impartially assess the complaint• ensure complaints are dealt with appropriately, after consultation with the Complainant• appoint an investigator where necessary, and oversee and coordinate any such investigation• advise the Complainant of the progress of the complaints process• produce a brief report documenting the findings of the investigation into the complaint• ensure any recommended remedies are implemented• take reasonable steps to ensure that the identity of the Complainant, and the identity of the person who is the subject of the complaint, are kept confidential.
Employees	<ul style="list-style-type: none">• provide a respectful and courteous response to any complaints raised by clients, colleagues, or the public• direct complaints to the appropriate channels, including Directors, where necessary• maintain confidentiality regarding the identity of the Complainant and the person being complained about



	<ul style="list-style-type: none">• refrain from victimisation or discrimination against individuals involved in the complaints process• ensure adherence to the complaints policy and procedures in all interactions.
Contractors	<ul style="list-style-type: none">• comply with the complaints policy and procedures outlined by CourtHeath Consulting• provide a respectful and courteous response to any complaints raised by clients, colleagues, or the public• direct complaints to the appropriate channels, including Directors, where necessary• maintain confidentiality regarding the identity of the Complainant and the person being complained about• refrain from victimisation or discrimination against individuals involved in the complaints process.

5 COMPLAINT HANDLING PROCEDURE

5.1 OVERVIEW


CourtHeath will take a three-step approach to complaint handling, as follows:

1. Resolution: our Managing Director receives the complaint, assesses it, and resolves it immediately, if possible
2. Investigation, if required: if our Managing Director determines an investigation is warranted, they will refer it to an appropriate staff member for investigation
3. Review: if the complainant is aggrieved with the process or outcome of the initial resolution or investigation, they can request a further review by an independent person.

5.2 PROCEDURES

CourtHeath complaint handling procedures are as follows:

1. identify and log the complaint
2. acknowledge the complaint
3. assess and triage
4. resolve early or investigate
5. consider potential remedies
6. communicate the outcome

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7. finalise or escalate
 8. feedback on systemic issues.

5.3 INITIAL RESOLUTION

The Managing Director will

- receive the complaint
- acknowledge receipt within two days of receipt
- clarify the complaint and the outcome the complainant is seeking
- assess the complaint to determine how it should be dealt with
- propose an initial resolution where appropriate.

5.4 INVESTIGATION

If the Managing Director considers an investigation is warranted, they:

- may assign an appropriate staff member to investigate the complaint
- will advise the complainant how long it will take to respond to the complaint
- will aim to resolve all complaints within 28 days
- will explain the circumstances to the complainant If it takes longer than 28 days to resolve the complaint
- may contact the complainant to discuss the investigation, findings or proposed decision before communicating that in writing
- will write to the complainant to advise them of the outcome, providing brief details of:
 - the findings and proposed resolution
 - associated reasons
 - further actions or next steps, if any.

5.5 REVIEW

If a complainant is aggrieved with the process or outcome of the initial resolution or investigation, they can request a further review by an independent person, to be assigned by the Managing Director.

5.6 COMPLAINTS ABOUT THE MANAGING DIRECTOR

Complaints about the Managing Director will be handled by CourtHeath's co-director or an independent person they appoint.

6 REMEDIES

Where we have found that we have made an error, we will take steps to redress the situation.



Any remedies offered by CourtHeath will be fair and reasonable for CourtHeath, the person being complained about and the Complainant. Remedies are not limited to, but may include, one or more of the following:

- an explanation
- an apology
- mediation
- change to policy, procedure or practice
- protection for the Complainant
- disciplinary action.

Where we identify an error, we will consider offering a genuine apology to the complainant, in addition to any other remedies offered, irrespective of whether the complainant specifically requests this.

7 PRIVACY

When gathering information to respond to a complaint, we will only:

- use it to deal with the complaint or to address systemic issues arising from the complaint
- disclose it in a de-identified format when disclosing data to the public
- share it with staff on a need to know basis.

8 RECORDING COMPLAINTS

We will record the following information for each complaint, in an access restricted folder in our systems:

- the complainant's details
- how the complaint was received
- a description of the complaint
- the complainant's desired outcome (if known)
- the CourtHeath officer responsible for handling the complaint
- any action taken, including contact with the complainant, response times and the outcome
- when the complaint was finalised
- relevant information that could help improve services
- any recommendations for improvement, and who is responsible for implementing them.

Any queries regarding the recording of complaints should be directed to our Managing Director.



9 REPORTING

9.1 REPORTING ON COMPLAINTS

Should any complaint arise that is reportable to any third party (for example, the Independent Broad-based Anti-Corruption Commission, or under the Professional Advisory Services Master Supply Agreement), the Managing Director will be responsible for complying with reporting obligations.

9.2 REPORTING ON PERFORMANCE

To measure our performance, we will use the following key performance indicators:

- meeting response timelines
- complainant satisfaction with the complaint handling system.