



Complaint Management Policy

Policy Sponsor:	IWK Board
Policy Owner	General Manager
Policy Number	IWK 019
Approved By:	IWK Board
Date Approved:	June 2023
Next Review Date:	Three yearly

Purpose

The purpose of this policy is to outline the processes to follow in the management of complaints received.

Scope and fit

This policy applies to all written complaints received from any customers, contractors, visitors and employees of IWK.

Complaints

A complaint is not regarded a complaint unless received in writing. Any person wishing to make a complaint is to be advised of this.

A complaint is an expression of dissatisfaction received in writing from any customer, contractor, visitor or employee of IWK regarding an event that has occurred, a system or process within the practice or a staff member.

Complaints must be received in writing and can either be handed to the office or a staff member to pass onto the General Manager (or Board Chair if relates to the General Manager).

Any complaint that is verbal, the complainant must be asked to put this in writing to either the General Manager or Board Chairperson.

All responses to a complaint will be made in writing within 21 working days to the complainant.

Privacy/consent

- Complaints are confidential information and are to be stored securely at all times
- All written complaints will be kept by the General Manager in their office.

Policy Review

This policy will be reviewed as deemed appropriate by the Board and General Manager, at least once every three years.