

Appendix 3

REFLEXOLOGY ASSOCIATION OF AUSTRALIA LIMITED

COMPLAINTS HANDLING POLICY

Best Practice:

An Australian Standard exists covering complaints handling. Copies can be obtained from Standards Australia for a few dollars (around \$20).

The following procedure covers all main points in the standard. It is designed to be simple but effective. It can be adopted as it stands or modified to suit the specific needs of the RAOA. (Also refer to By-Laws 8.1 and 9).

PROCEDURE:

Definitions

1. A commonly accepted definition of a complaint is a statement of dissatisfaction, usually coupled with a request for remedial action.
2. Response means providing an answer or performing some action that resolves the matter, or undertaking to do either within a specified time.

Complaint Handling by an RAOA Member

3. In the first instance, all complaints to the RAOA will be referred to the member concerned.
4. As soon as practicable after receipt of a complaint, the complainant is to be informed by the member of the RAOA complaint handling procedure.
5. In all cases, clients will be required to put their complaint in writing.
6. The member will be allowed 10 working days to resolve the matter to the satisfaction of the client and report back to the Complaint Handling Committee.
7. If a complaint remains unresolved in the first 5 working days, it is to be acknowledged in writing at that time by the reflexologist. If at the expiry of 10 working days, the complainant remains dissatisfied then the Board will take action to resolve the matter.
8. Full records of all written and oral communication must be kept by the Reflexologist and provided to the Complaint Handling Committee if requested.

Complaint Handling by the (Complaint Handling) Committee

1. Complaints to the RAOA are the responsibility of the Committee. Once a complaint has been lodged with the RAOA, the RAOA will respond in writing, even if it is only to refer the complainant back to the reflexologist concerned.
2. All complaint details and progresses are to be record in a Complaints Register promptly on the day of receipt in all cases.
3. A response is to be given within 10 working days of receipt of a complaint.

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4. If an extended period is required to respond, the complainant is to be kept informed of the progress and told when a full response can be expected.
5. Decisions and reasons for them are to be advised in writing to the complainant and the member concerned.
6. It is important to note that a member will be required to comply with a decision by the committee, but the committee's decision legally cannot be forced on the complainant. A dissatisfied member of the public may decide to take legal action. The RAOA cannot prevent this.

General Procedure:

- (a) If the complaint is in person or over the phone, identify yourself, record the details and find out what the complainant wants.
- (b) Confirm the details recorded.
- (c) Be polite and friendly.
- (d) Do not accept or lay blame. Do not apologise if it is not your fault.
- (e) Resolve the complaint immediately if possible. If the complaint is not resolved immediately, request the complaint in writing.
- (f) Ensure the customer knows what will happen next without creating a false expectation. Do not promise what you cannot deliver.
- (g) Provide acknowledgement, for example, a thank-you letter.
- (h) Check if the complainant is satisfied.