

# My Business Keeper



Haydon Family Enterprises | ABN: 92907351967 T/as | Agent Number: 29046529 | mybusinesskeeper.com.au

## Complaints Policy

April 2023

### Policy

*What is a complaint?*

A complaint is an 'implied or expressed statement of dissatisfaction where a response is sought, reasonable to expect or legally required.'

Complaints are an important way for clients to provide feedback and raise concerns in a structured way. The My Business Keeper team members are also encouraged to raise a complaint if there is a clear reason to do so. Reviewing and investigating the complaints raised provide a way for My Business Keeper to review its processes, evaluate the conduct of team members and learn from issues raised. This Complaints Policy is to ensure that complaints are handled fairly, efficiently and effectively.

*What does this look like in practice?*

### Principles of Good Complaints Handling

#### 1. Enabling Complaints

The process needs to be clear, visible, accessible and supported by the My Business Keeper Director.

The complaints process is to be clearly communicated to both team members and clients, outlining the benefits of hearing complaints and the process to be followed when making a complaint.

#### 2. Responding to Complaints

To be done promptly, handled fairly and confidentially through a thought out process (see below). Great sensitivity should be taken when considering a complaint both from a My Business Keeper Team Member, a client or any stakeholders.

Sufficient opportunity for all parties to present their position and be able to comment on any findings.

All conflicts of interest should be declared and documented.

#### 3. Accountability and Learning

All correspondence relating to the complaint is to be kept securely by My Business Keeper.

If a review of the outcome is needed, direction of how to do this will be provided with the final correspondence.

Implementation of lessons learnt, system changes, and disciplinary action will be conducted in accordance with other related My Business Keeper policies.

### Process

1. Complaint received via the Complaints Action Form (see below)
  - a. To be emailed to [paulin@mybusinesskeeper.com.au](mailto:paulin@mybusinesskeeper.com.au)
  - b. If the complaint is regarding the My Business Director please email to [jenny@mybusinesskeeper.com.au](mailto:jenny@mybusinesskeeper.com.au) or [kristy@mybusinesskeeper.com.au](mailto:kristy@mybusinesskeeper.com.au)
2. The complaint will be assessed
3. We will seek a resolution

# My Business Keeper



Haydon Family Enterprises | ABN: 92907351967 T/as | Agent Number: 29046529 | mybusinesskeeper.com.au

4. If the complaint is not able to be resolved a documented investigation will be undertaken to decide the best course of action
5. Reconsider a resolution
6. Prepare a reporting and recommendations
7. Determine outcome of complaint and action to be taken
8. Inform the relevant parties of outcome and resolution

## *Other*

- Unreasonable complainants

Some complainants are difficult to satisfy and occasionally the behavior of complainants can be challenging. Appointed team members will get together to discuss the complaint and to decide on the best way to proceed.

- Internal Complaints (Team Members)

The My Business Keeper Six Critical Questions and Client Service Standards set out the behavior that is expected of all team members. If there is concern that there has been a breach of these policies, a formal complaint can be made.

If the complaint is concerning the My Business Keeper director the complaint the above process will be followed.

- External Complaints (Clients, other interested parties)

The client or other interested party who has a complaint will be required to identify the specific breach the complaint is addressing in the initial Complaint Form and the above process followed.

We may revise our Complaints from time to time. If we do so, this information will be updated.

# My Business Keeper



Haydon Family Enterprises | ABN: 92907351967 T/as | Agent Number: 29046529 | mybusinesskeeper.com.au

## Complaint Action Form

February 2023

This form is to be filled out by either a My Business Keeper Team Member, Client or other interested party when a complaint is being made. Please fill in the shaded areas.

Date	Your Name	Name of person action has been given to
Policy or conduct that has been breached		Complaint Details
Date	Received By	Assessed by
Assessment outcome		
Date	Investigation details (if investigation is needed)	
Issues		
Time frame		
People Involved		
Evidence		
Outcome		
Date	Complaint Outcome (interview with person who made complaint)	

Please return to [pauline@mybusinesskeeper.com.au](mailto:pauline@mybusinesskeeper.com.au)

Date	Name/Version	Written by	Next Evaluation Date
April 2023	Complaints Policy	Kristy Cordery	April 2024
References	<a href="#">Complaints Management Guide WA Government</a> <a href="#">Commonwealth Government Better Practice Complaint Handling Guide</a>		