

## **Feedback and Complaints Policy**

### **Scope**

This policy has been created to ensure we handle complaints fairly, efficiently and effectively. It is intended to provide guidance to our staff and people who wish to make a complaint on the key principles and concepts of our complaint management system.

### **How we handle complaints**

Xtracare Equipment is committed to providing high quality products and service delivery to all of our customers. We'd love to receive your positive feedback! However, when something goes wrong, we need you to tell us about it so that we can deliver quality improvements in our services, products, staff and complaint handling. Our customers must be confident that we take complaints seriously and feel that they are able to make a complaint with ease and that during any investigation they are listened to, respected and kept informed.

### **How to provide feedback or make a complaint**

Feedback and complaints are actively encouraged with multiple accessible methods:

- Verbally, face to face or by phone, to any staff member
  - Phone (08) 82667000, Monday-Friday, 8:30-5pm.
- On-line through our website enquiry form
  - [www.xtracareequipment.com.au](http://www.xtracareequipment.com.au)
- In writing (letter or email)
  - Xtracare Equipment, 622-624 Regency Rd, Broadview, SA, 5083
  - [comfort@xtce.com.au](mailto:comfort@xtce.com.au)

Our aim is to ensure that our complaint handling process is available to all customers, including customers and former customers with disabilities and those from non-English speaking backgrounds. If you need assistance in formulating, lodging or progressing a complaint, please let one of our staff members know. Alternatively you can appoint a representative to make a complaint on your behalf.

If you are deaf or have a hearing or speech impairment you can use the services of the National Relay Service to make a complaint.

If English is not your first language you may use the services of the National Translating and Interpreting Service to make a complaint.

### **What happens when you make a complaint?**

Our aim is to resolve your complaint in an objective, fair and prompt manner. If you make your complaint to us over the phone or face-to-face, your case will be assigned to a dedicated staff member and we'll acknowledge it straight away, otherwise we'll acknowledge it within 48 hours of receipt.

We aim to resolve all customer complaints within 10 working days. If there is a delay in resolving your complaint, we will contact you as soon as possible after we become aware of it. If we think it will take us longer than that to resolve, we will provide you with additional information about the delay and the expected timeframe to resolve it. We will continue to keep you up to date on the status of your complaint until it is resolved.

If a matter poses immediate risk to safety the response will be immediate and will be escalated appropriately.

A record of your complaint will be documented, including:

- Contact information of the person making a complaint and their preferred method of communication
- Issues raised by the person making a complaint and the outcome/s they want
- Any other relevant information

After assessing the complaint, we will investigate the issue and consider how to manage it. We may contact you through your preferred contact method to obtain additional information.

This information, along with the final outcome will be kept on file for future reference and used for quality improvement processes.

Personal information that identifies individuals will only be disclosed or used by Xtracare Equipment as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

### **Resolution of your complaint**

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:

- the outcome of the complaint and any action we took
- the reason/s for our decision
- the remedy or resolution/s that we have proposed or put in place, and
- any options for review that may be available to the complainant, such as an internal review, external review or appeal.

We will not implement an outcome or resolution unless it has been discussed with you or your representative.

### **What do we expect from you?**

To ensure your complaint is resolved effectively, we may need to contact you to find out more information and to discuss your concerns. Therefore, we may ask you for contact details, any other relevant information relating to the complaint, and to be available to discuss this at a time you agree to.



## NDIS Provider

There are instances when we may decide not to deal with your complaint. It could be because you have made unreasonable demands or are not willing to cooperate with us. We'll advise you within 5 working days of making this decision.

### What happens if you are not happy with the way in which your complaint has been handled?

If you are not happy with the way in which your Xtracare Equipment representative handled your complaint, you can request to speak with a director of the company.

If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can contact the SA Office of Consumer and Business Services (CBS) or the Australian Competition and Consumer Commission (ACCC). You can also do this at the outset if you prefer not to complain to us directly. Their respective contact details are listed below.

CBS - <https://www.sa.gov.au/topics/rights-and-law/consumer-rights/disputes/consumer-complaints>  
ACCC – <https://www.accc.gov.au/contact-us/contact-the-accc> or  
Call their Infocentre on 1300 302 502, Monday to Friday from 8.30am to 5.30pm AEST/AEDT.

### Confidentiality

We will protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by Xtracare Equipment as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

We also accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.