

PROCEDURE 7112

COMPLAINT FEEDBACK HANDLING

PURPOSE

The purpose of this procedure is to explain the system for the handling and addressing of feedback received from customers, service partners, the general public and staff.

PROCEDURE

1. Where a complaint or feedback is received by Cabrini Technology, the company will record the nature of the complaint or feedback and issue an acknowledgement. The acknowledgement will be identified with a Quality Interaction call number which is the reference that will be used in any correspondence with Cabrini Technology.
2. Cabrini Technology will review the complaint feedback dependant on risk and in line with business KPI's and where applicable, will provide notification on the progress.
3. Cabrini Technology will attempt to resolve the feedback promptly. Where the resolution is expected to exceed 7 business days, the company will provide an anticipated date of resolution.
4. Upon resolution Cabrini Technology will issue an email notification indicating that the complaint feedback has been resolved.
5. If at any time the person logging the feedback is unsatisfied with the handling of their complaint or feedback they can contact Cabrini Technology customer service on 1800765833.
6. Further information for providing feedback to NDIS regarding our Assistive Technologies Division (Chemtronics Direct or ALTER), can be found online via the link <https://www.ndiscommission.gov.au/about/complaints> or by phoning 1800 035 544 (or TTY133 677).

DOCUMENTATION

- Customer Complaints Procedure – 7108
- Incident Management and Corrective Action Procedure - 7107

REFERENCES

- ISO9001

END