

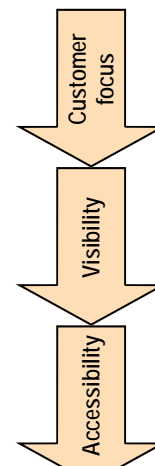
The key features of an effective complaint handling system can be organised according to ten principles for good practice. These principles form the three steps of complaint handling:

- Enabling complaints - arrangements that enable people to make complaints to organisations;
- Responding to complaints - ensuring that complaints are dealt with in a prompt, objective and confidential manner; and
- Accountability and Learning - using complaints to demonstrate accountability and stimulate organisational improvement.

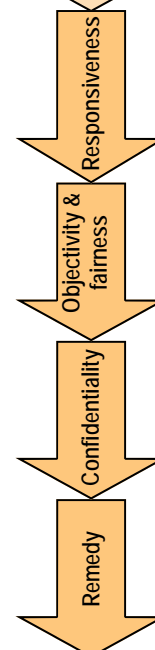
The principles of effective complaint handling

1. **Customer focus** – the organisation is committed to effective complaint handling and values feedback through complaints.
2. **Visibility** – information about how and where to complain is well publicised to customers, staff and other interested parties.
3. **Accessibility** – the process for making a complaint and investigating it is easy for complainants to access and understand.
4. **Responsiveness** – complaints are acknowledged promptly, addressed according to urgency, and the complainant is kept informed throughout the process.
5. **Objectivity and fairness** – complaints are dealt with in an equitable, objective and unbiased manner. This will help ensure that the complaint handling process is fair and reasonable. Unreasonable complainants are not allowed to become a burden.
6. **Confidentiality** – personal information related to complaints is kept confidential.
7. **Remedy** – if a complaint is upheld, the organisation provides a remedy.
8. **Review** – there are opportunities for internal and external review and/or appeal about the organisation's response to the complaint, and complainants are informed about these avenues.
9. **Accountability** – accountabilities for complaint handling are clearly established, and complaints and responses to them are monitored and reported to management and other stakeholders.
10. **Continuous Improvement** – complaints are a source of improvement for organisations.

Step 1 - Enabling complaints



Step 2 - Responding to complaints



Step 3 - Accountability and Learning

