

STANDARD OPERATING PROCEDURE

SOP Number: SOP_29

SOP Name: Customer Complaint and Feedback Procedure

Version	1
Author	CEO
Owner	CEO
Approver	CEO

Effective date	3 July 2023
Review date	2 July 2024

1. PURPOSE

To outline the procedure used to receive, record, process, respond to and learn from customer service related complaints and feedback received in relation to Vinehealth Australia's operations.

To ensure quality customer service is being implemented and maintained at all times in accordance with Vinehealth Australia's Customer Service Charter and Customer Service Policy (POL_11).

2. SCOPE

This procedure applies to all customer service complaints and feedback relating to Vinehealth Australia's business operations delivered by Vinehealth Australia's staff.

This procedure does not apply to internal complaints related to workplace conduct, or those that are the subject of an administrative appeal or other form of legal redress.

3. DEFINITIONS

Customer: the people who receive or use our services; they can be individuals or organisations who are directly affected by our services, policies or programs. Customers can be internal or external to government.

Complaint: an expression of dissatisfaction made to or about an agency, related to its products, services, employees or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

Feedback: an opinion, comment or expression of interest or concern, made directly or indirectly, explicitly or implicitly to or about the agency, about its products, services, employees or its handling of a complaint. A response is not explicitly or implicitly expected or legally required. Feedback can be either positive or negative.

Complaint management system: comprises policies, procedures, organisational culture, our employees, and the hardware and software needed to manage complaints and feedback in a responsive, timely and effective way.

4. RESPONSIBILITIES

The Chief Executive Officer is accountable for:

- The effective implementation of the Customer Complaint and Feedback Procedure, and its visibility to customers.
- The promotion of a culture that values complaints and their effective resolution.
- Ensuring complaint and feedback data is collected, analysed and used to identify opportunities for systematic service improvements.
- Ensuring employees managing complaints are adequately resourced to do so.

All Vinehealth employees are required to:

- Comply with the POL_11_Customer Service.
- Treat customers with respect.

- Assist customers to make complaints and provide feedback where appropriate.
- Respond promptly to complaint and resolve issues in a timely manner.
- Help to make service improvements based on customer complaints data.

5. PROCEDURE

How Customers can lodge a complaint or provide feedback to Vinehealth

Complaints or feedback can be provided to Vinehealth in a range of forms:

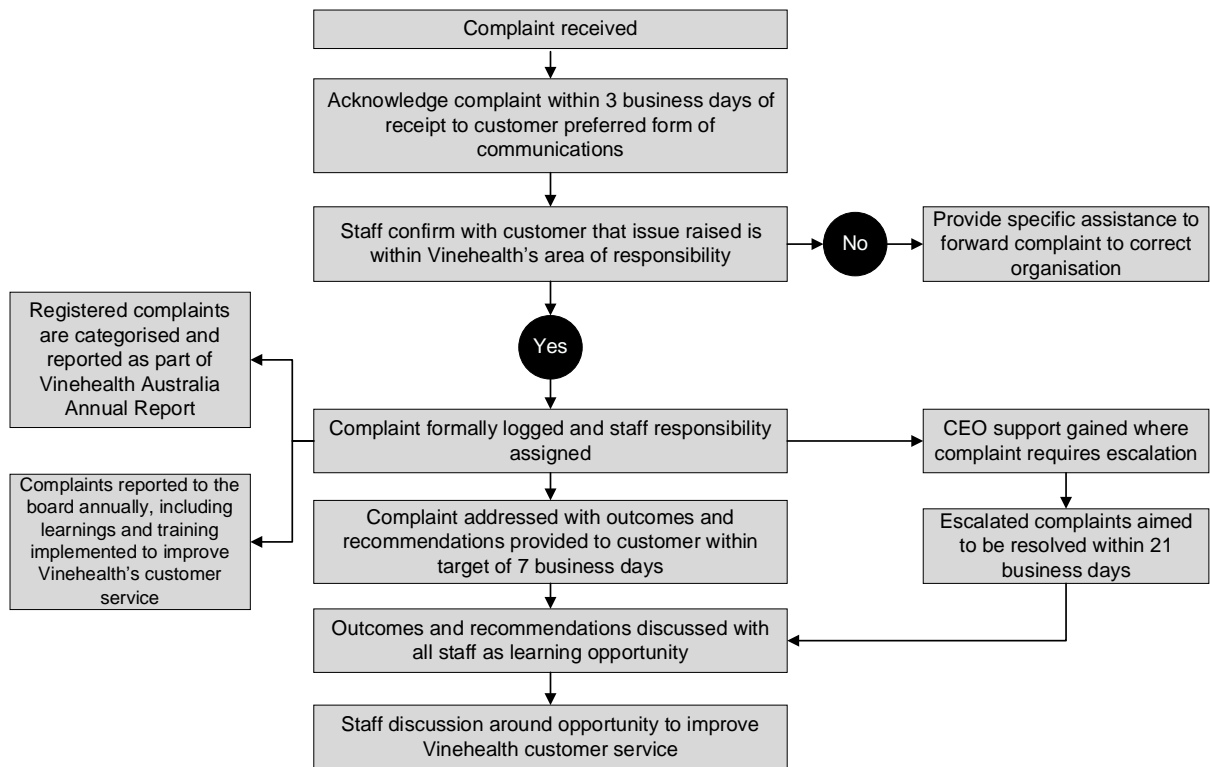
- i. Online – the Vinehealth Customer Service Charter is readily available to customers via the Vinehealth website. It includes an online form through which complaints, compliments and feedback can be lodged.
- ii. Online by emailing our staff directly.
- iii. Over the phone – by calling 08 8273 0550.
- iv. In person – by visiting the Vinehealth Australia office at Level 1, Industry Offices, National Wine Centre, Botanic Road, Adelaide SA 5000 and requesting to meet with the CEO.
- v. Sending us a letter to PO BOX 280 Kent Town DC SA 5071.

Management system

All customer service complaints, compliments and feedback will be recorded in Vinehealth Australia's *Compliment, Feedback and Complaint Management System* retained on company drives.

Details received, actions taken and changes to business practices/processes as a result are recorded. Reports are discussed annually with the Vinehealth Australia Board and included in Vinehealth Australia's Annual Report.

The process for how compliments, complaints and feedback will be handled is outlined in the flowchart below.



6. SUPPORTING INFORMATION – FORMS, TEMPLATES

- DPC039_Complaint management in the South Australian Public Sector.
- POL_11_Customer Service policy
- PIRSA Customer Complaint and feedback procedure GO R 005

7. CHANGE HISTORY

SOP number	Effective date	Significant changes	Previous SOP number
SOP_29 v1	3 July 2023	New procedure	