



## ENQUIRIES, FEEDBACK AND COMPLAINTS POLICY

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### Policy Commitments

Northern Edge Studio has created this policy to ensure that we handle enquiries and complaints fairly, efficiently, and effectively. We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling.

This will enable us to respond to any enquiries and issues raised in a timely and cost effective manner, boost confidence in our administrative processes, and provide information to improve our processes.

This policy provides guidance to our staff and people who wish to make enquiries or complaints to Northern Edge Studio.

Northern Edge Studio expects staff at all levels to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected from staff and the way that commitment should be implemented.

### Objectives & Goals

Northern Edge Studio will:

1. Promote a culture that values complaints and their effective resolution by:
  - a. Reporting publicly on our complaint handling
  - b. Providing adequate support and direction to key staff responsible for handling complaints and enquiries
  - c. Regularly review reports and complaint trends and issues arising from complaints
  - d. Encourage staff to be alert and aware of complaints and enquiries and assist where possible
  - e. Encourage staff to make recommendations for system improvements
2. Establish and manage our complaint management system by:
  - a. Providing regular reports to all staff on issues arising from complaint handling work
  - b. Ensure recommendations are canvassed and implemented where appropriate
  - c. Recruit, train and empower staff to resolve complaints and respond to enquiries promptly and in accordance with Northern Edge's policies and procedures
3. Promptly acknowledge receipt of enquiries and complaints before assessing urgency/seriousness of issues raised.
4. Where a complaint involves multiple organisations, we will work with all other parties involved where possible to ensure communication is clear.
5. Run regular reports on enquiries, feedback, and complaints and analyse results to monitor trends and measure quality.

Staff will:

1. Treat all people with respect
2. Assist clients with making complaints and enquiries
3. Stay informed on best practice in complaint handling
4. Provide feedback on any issues arising from complaints and enquiries
5. Make suggestions on improvements to the system
6. Address all complaints with integrity and in an objective and unbiased manner



## **Definitions**

A complaint is defined as an expression of dissatisfaction made in regards to Northern Edge Studio made directly or indirectly, to or about us, about our services or complaint handling where a response is expected.

Feedback is defined as Opinions, comments and expressions of interest or concern, made directly or indirectly, to or about us, about our services or complaint handling where a response is not expected.

Enquire is defined as to ask, to seek information.

## **Responsibilities**

Managers and principals are accountable for enforcing this Code of Conduct; however, all employees have a responsibility to adhere to the policy at all times. All breaches of the policy will be dealt with in accordance with the Northern Edge Studio's Working Practices Policy.

Breaches may result in disciplinary action, which in serious circumstances may include termination or prosecution.

## **Application**

This policy applies to Northern Edge Studio and New Northern.

Northern Edge Studio provides this policy to all staff, contractors, sub-contractors, and interested parties upon request.

## **Scope**

The version of this policy applies from the sign-off date.

It replaces all previous versions and should be read in conjunction with all current policies and procedures and relevant legislation. Queries in regard to content of this policy are to be referred to the principals.

This policy will be reviewed regularly, and modified as required, to reflect changes in company policy, best practice, and compliance with the relevant legislation.