

HANDLING COMPLAINTS

POLICY STATEMENT:

While HR Staff n Stuff endeavours to minimise the need for complaints from clients by providing quality products and services and demonstrating a commitment to doing the best we can at all times, complaints are nevertheless considered inevitable in any business.

HR Staff n Stuff believes the majority of complaints can in fact be converted into a satisfactory experience if dealt with in a prompt, understanding, professional and friendly manner.

PROCEDURES:

- a. When responding to a client complaint by telephone or in person, a calm, understanding and friendly manner must be maintained at all times.
- b. All complaints should be noted down with as much information as possible, to assist with resolving the complaint in a timely & professional manner. Ensure details taken include:
 - Persons name and contact details
 - The nature of the complaint
 - Description of complaint / details provided
 - Employee to which the complaint should be referred
- c. Complaints should be managed to the extent possible by the initial person who receives the complaint by phone, in person or by email with the support of the Director if required. Should this not be possible due to the nature of the complaint or lack of experience, complaints should be directed to the Director. It is our intention to resolve all complaints as swiftly as possible.
- d. Under no circumstances should HR Staff n Stuff employee treat a person making a complaint inappropriately by arguing, shouting, abusing or otherwise allowing the conversation to become heated.
- e. Every effort is to be made to come to a satisfactory outcome for the person making the complaint. Every HR Staff n Stuff employee should ensure that they do not inflame the situation; and should seek to ask open questions without interrupting or arguing with the client.
- f. Should a complaint be received by an employee while on site they should attempt to resolve it on the spot to the best of their ability, staying focused on the issue at hand and not engaging in determining where blame lies.
- g. All employees are to ensure they effectively manage complaints giving the highest level of priority to complaints received.
- h. Any employee who believes that they could benefit from training in resolving client complaints, should speak to the Director so appropriate training can be arranged.