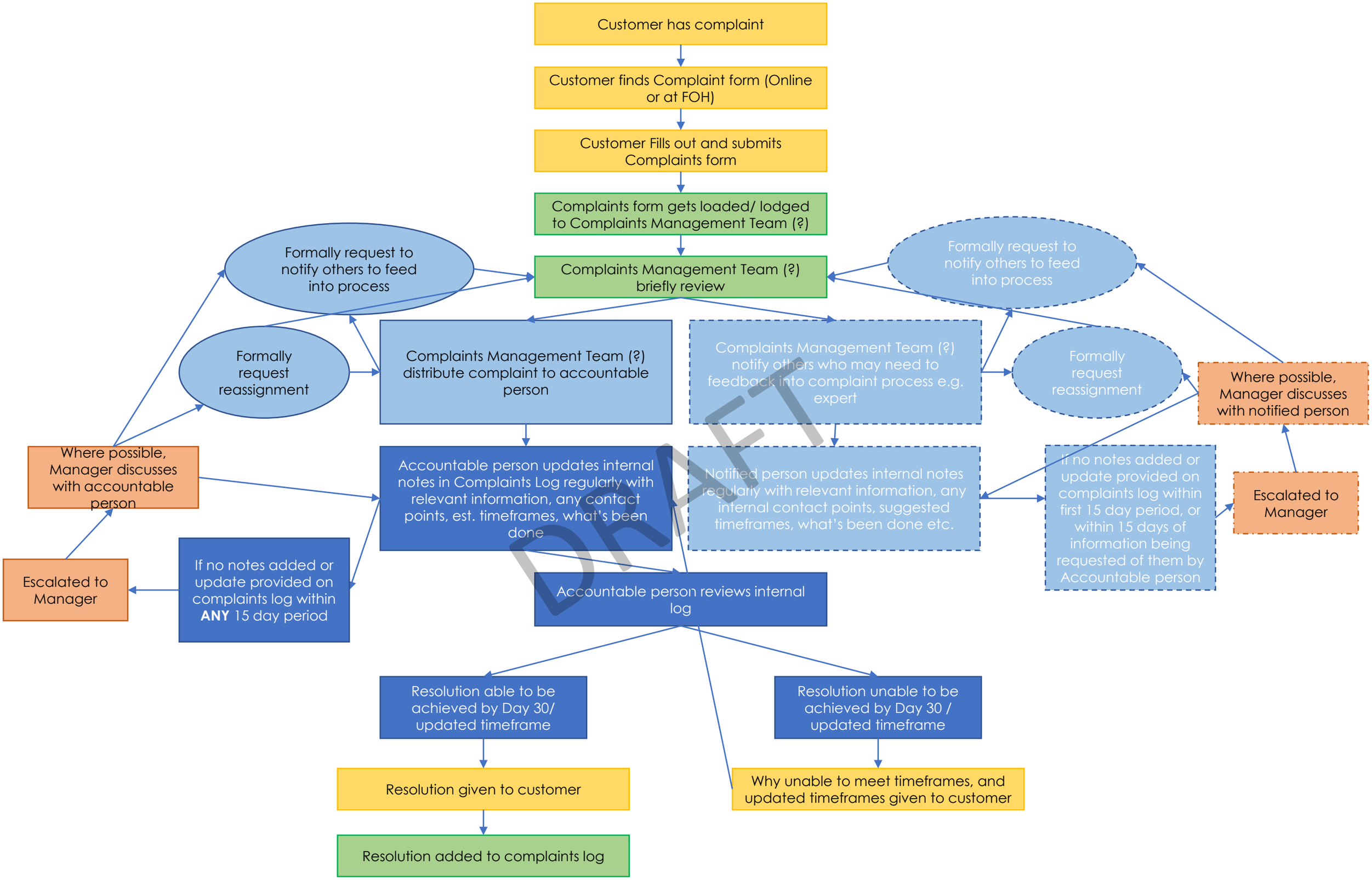
Customer has complaint
Customer finds Complaint form (Online or at FOH)
Customer Fills out and submits Complaints form
Complaints form gets loaded/ lodged to Complaints Management Team (?)
Complaints Management Team (?) briefly review
Formally request to notify others to feed into process
Formally request reassignment
Complaints Management Team (?) distribute complaint to accountable person
Complaints Management Team (?) notify others who may need to feedback into complaint process e.g. expert
Formally request to notify others to feed into process
Formally request reassignment
Where possible, Manager discusses with notified person
Where possible, Manager discusses with accountable person
Accountable person updates internal notes in Complaints Log regularly with relevant information, any contact points, est. timeframes, what's been done
Notified person updates internal notes regularly with relevant information, any internal contact points, suggested timeframes, what's been done etc.
If no notes added or update provided on complaints log within first 15 day period, or within 15 days of information being requested of them by Accountable person
Escalated to Manager
Escalated to Manager
If no notes added or update provided on complaints log within ANY 15 day period
Accountable person reviews internal log
Resolution able to be achieved by Day 30/ updated timeframe
Resolution unable to be achieved by Day 30 / updated timeframe
Resolution given to customer
Why unable to meet timeframes, and updated timeframes given to customer
Resolution added to complaints log
DRAFT