



## External Complaints Policy and Procedure

### Objective

Cameron's Nursery seeks to maintain and enhance our reputation of providing you with high-quality products and services. We welcome feedback and complaints as they help us improve our operations, products, and service. Feedback enables Cameron's Nursery to improve the quality of its work, enhance the trust and confidence of stakeholders, identify areas that need to be improved, and ensure that Cameron's Nursery learns from the feedback provided through the complaints process. Cameron's Nursery is committed to responding to stakeholders' needs and concerns and resolving your complaints as quickly as possible.

The objective of this policy is to ensure:

1. You and our staff understand our complaints lodging and handling process.
2. Your complaint is investigated impartially with a balanced view of all information or evidence.
3. We take reasonable steps to protect your personal information actively.
4. Your complaint is considered on its merits considering individual circumstances and needs.

### Definitions

**Complaint:** An expression of dissatisfaction by a stakeholder or client with the quality of an action taken or service performed by Cameron's Nursery.

**Complainant:** A person making a complaint.

### Scope

This policy is intended to apply to any external complaint Cameron's Nursery receives, regardless of who makes it. (Internal issues and grievances raised by staff and volunteers are discussed with management and by Cameron's Nursery Internal Complaints Procedure.)

All staff, volunteers, and contracted service providers must understand and implement this policy.

### Guiding Principles

At Cameron's Nursery, we see value and benefit in having a transparent approach to handling complaints. We aim to reassure clients and stakeholders that we are committed to resolving problems to improve our relations, accountability, and transparency. The following four principles guide Cameron's Nursery staff in the handling of complaints:

1. Fairness is composed of the following three values:
  - *Impartiality* - Cameron's Nursery staff member responsible for handling complaints will investigate all complaints in an objective, unbiased and fair manner. Issues of conflict of interest whether actual or perceived, will be



identified to ensure complaints are dealt with objectively i.e., complaints about a staff member will be investigated by another employee with no involvement in the matter.

- *Confidentiality* - The complainant has a right to expect that their privacy will be respected, and the complaint will be investigated in private. Information gathered to respond to a complaint will only be used to deal with the complaint or address issues arising from the complaint. To protect this right to privacy, access to the complaints database is restricted to Cameron's Nursery select staff.
- *Transparency* - Complainants will be advised upon submitting a complaint, details of the complaint handling procedure, so they are aware of the process.
- *Accessibility* – Cameron's Nursery will ensure that the complaints handling process is accessible to all stakeholders, is publicised on the business website and is available in print. Readily accessible information about the process of making and resolving complaints is available in a range of formats, so no complainants are disadvantaged. Cameron's Nursery will ensure that flexibility is provided to complainants to call, write, and e-mail complaints or to raise concerns in person.
- *Responsiveness* - All complaints and constructive feedback will be taken seriously and managed as quickly as practicable. All complainants will be treated courteously and kept updated on the progress of their complaint through the complaints handling process.
- *Continuous Improvement* - Cameron's Nursery is committed to the continual improvement of the complaints handling process and the quality of Cameron's Nursery work. This commitment is supported by the collection and classification of complaint trends; analysis and reporting of complaints trends; monitoring of complaints handling processes; and reviews.

### **How to make a complaint**

If you wish to provide feedback or make a complaint about our operations, products, or service, you can lodge the feedback or complaint with us in one of the following ways:

1. By completing a feedback form on our website [www.cameronsnursery.com.au](http://www.cameronsnursery.com.au)
2. By telephoning us on 02 9653 3400
3. By writing to us 118 Arcadia Road, Arcadia 2159 NSW



4. By emailing us [admin@cameronsnursery.com.au](mailto:admin@cameronsnursery.com.au)
5. In person by speaking to any of our reception staff.

### **Information you need to tell us**

When investigating your complaint, we will be relying on information you provided and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently, we will ask you for the following information:

Your name and contact details.

1. The nature of the complaint.
2. Provide details of any steps you have taken to resolve the complaint.
3. Details of conversations you may have had with us that may be relevant to your complaint.

### **Process**

1. All complaints will be acknowledged as soon as possible; ideally, within three business days of receiving your complaint, we will provide an acknowledgment of receipt. The acknowledgment will outline the complaint process and timeframe and provide the staff member's name and phone number.
2. The complaint is initially reviewed to determine if more information is required to complete the investigation. The complainant may be contacted at this time to provide extra information.
3. A full investigation will be performed within ten working days of the complaint being lodged. The investigation will be conducted objectively, impartially, and fairly.
4. Following the investigation, we will notify you of our findings and any actions taken because of those findings regarding your complaint. We will do this in writing unless it has been mutually agreed that we can provide it to you verbally.
5. We will amend our business practices or policies where appropriate.
6. We make a record of all complaints for continuous improvement through regular review.

At any time during this process, you reserve the right to refer your complaint to the relevant federal, state or territory agency.