

Gympie Medical Transport Inc	Document # GMT004	Date Effective 16/12/2020
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	Subsystem/Office	
Document Title COMPLAINT REPORTING		

CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
1	16/12/2020	Initial procedures
2		
3		

1. PURPOSE

To describe the agreed procedure to resolve all complaints received by Gympie Medical Transport Inc.

2. SCOPE

This instruction covers all aspects of the process and documentation required to record and resolve if possible any complaint received by Gympie Medical Transport Inc. A complaint is any expression of dissatisfaction with our service or a volunteer, about anything which a Client or Volunteer thinks is unfair or makes them unhappy with our services, actions or our organisation.

3. REFERENCES

- 3.1. A0023 Complaint Report *Rev? Date*
- 3.2. List Complaint Register
- 3.3. T0012 Complaint Reporting Test *Rev? Date*

4. TOOLS and EQUIPMENT

- 4.1. None

5. TRAINING

- 5.1. Training will be conducted as per these instructions.
- 5.2. Driver will be assessed by test on form *T0012 Complaint Reporting Test*.

6. COMPLAINT REPORTING AND RESOLUTION

- 6.1. Should a Client or Volunteer bring to your attention, any dissatisfaction with GMT or a Volunteer the person receiving the complaint must complete the first part of *A0023 Complaint Report* and note that a complaint has been received in the *List Complaint Register* and the next available report number will be assigned. This should be done within 24 hours. You should include as much detail as possible. You should also record any initial action taken to resolve the complaint and sign and date the form. A complaint manager should be notified of the complaint and given the form, the complaint manager should sign and date receipt of the form.
- 6.2. This form will go to the Committee for review. The Committee will complete the second section of the *A0023 Complaint Report*.
- 6.3. Any corrective action addressed accordingly and the form signed off when the complaint is considered resolved.
- 6.4. If the complaint is not resolved then the complaint should go back to step 6.2 in this document and should continue to be reviewed until resolved.
- 6.5. When the complaint is resolved the *List Complaint Register* needs to be completed and all the documents filed.

7. QUALITY RECORDS

- 7.1. Quality Records are the objective evidence of the fulfilment of project requirements for quality and the effectiveness of the operation the Project Quality System. And include the following:-

Record ID	Owner	Location	Record Media	Retention/Disposition
A0023	Administration	Office	Paper Form	7 Years / Shred
Complaint Register	Administration	Committee	List	7 Years / Shred
T0012	Administration	Office	Paper Form	7 Years / Shred