

Advanced Mediation Solutions

Moving Families Forward

COMPLIMENTS, COMPLAINTS, AND SUGGESTIONS POLICY

Advanced Mediation Solutions believe that continuous improvement is fundamental to insuring our service delivery is professional and of a high standard. In order to identify areas of improvement and develop new services we welcome all forms of feedback from our clients.

We commit to:

1. Listening carefully and asking questions respectfully to identify your concerns and suggestions;
2. Responding to all correspondence in a timely manner;
3. Keeping and Storing your private and confidential records in accordance with the Privacy and freedom of information legislation; and
4. Provide professional unbiased mediation services.

If you have a compliment, suggestion or complaint, you can contact us on 07 4775 3650, speak to us in person, or email us at advmedsol@optusnet.com.au. We will then contact you to discuss the matter and dependant on the complexity of the feedback we may ask you for more information in writing.

If you would like to **compliment** the services of an individual, we will pass your compliment to the relevant person(s). We will investigate how we can apply this to improve other areas of our services.

If you have a **suggestion for our services**, we will contact you to discuss the reasons for the suggestion, consider the benefits of your suggestion, and implement it if it is possible to do so. Once a determination has been made regarding your suggestion we will contact you and discuss the outcome.

If you have a **complaint** about our services, or an employee of our services we ask that you provide your complaint in writing either by email at advmedsol@optusnet.com.au or by mail to 72 Norris Street Hermit Park Qld 4812.

We will then contact you within seven (7) working days to discuss your complaint, ask questions, and request any other documentation required in order to resolve the matter. Advanced Mediation Solutions will follow the principles of natural justice, maintain the confidentiality about the parties, content and processes used to resolve the matter. During this period we will keep you informed of the progress of the complaint.

Advanced Mediation Solutions will treat all complaints as serious and ensure they are addressed in a fair, consistent and timely manner. We will then reflect on the feedback and initiate the appropriate steps to lead to improved services.

In the event that the complaint is unable to be resolved internally Advanced Mediation Solutions will then refer the complaint to the complaints officer at The Resolution Institute for external investigation of the matter. The Officer may contact you to obtain more details. The Officer will recommend next steps to the Board Complaints Committee to make a determination.

In the instance that you do not feel comfortable discussing the matter with Advanced Counselling Solutions you may directly contact The Resolution Institute by mail at Level 1, 13-15 Bridge Street, Sydney at infoaus@leadriama.org or by contacting them by phone on (02) 9251-3366 or 1800 651 650. For further information regarding The Resolution Institutions policies go to www.leadriama.org.

The Resolution Institution will keep both parties apprised of the progress and outcome of the complaint.