



Feedback and Complaints Policy

Purpose and Scope:

This policy provides guidelines to the staff of Sammy's Driving School (SDS) to achieve resolution of complaints in a positive manner, as quickly, fairly, and effectively as possible. The satisfactory resolution of any complaint will be the ultimate goal for all parties.

Definitions:

Complaint - an expression of grievance or resentment; a statement saying that one is dissatisfied.

Background:

SDS recognises that complaints do occur everyone has the right to raise complaints and have them heard and acted upon. Complaints can have a major impact on SDS. Without clear procedures to deal with these quickly there can be negative consequences such as a negative perception and dissatisfaction within the community.

SDS recognises that it is important to respond to complaints appropriately and to ensure quality services are provided. Feedback and complaints are a valuable guide to improve SDS.

Policy:

Complaints will be dealt with transparently, promptly and in a way that supports the rights of participants and circumstances

SDS welcomes information and feedback from participants, which will enable improvement in the quality of our services.

Information about how to make a complaint will be included on the SDS website.

SDS participants have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with fairly and promptly.

SDS staff will actively seek feedback from participants through a service exit survey.

All complaints will be recorded and improvements actioned budget permitting.

Person/s affected by the complaint will be fully informed of all facts and given the opportunity to put their case.

Any complaints received will be reviewed by SDS Management and responses put in place.

Any complaints directed to SDS should be in writing.

SDS Management will respond in writing to all complaints received.

Unresolved complaints will be escalated to relevant authorities for mediation.

SDS has a strong commitment to the safety and wellbeing of children and young people. Staff will listen and respond to the views and concerns of children and young people, particularly if they communicate (verbally or non-verbally) that they do not feel safe or at risk.

SDS will promote the human rights, safety and wellbeing of all children and young people always.

Report all suspected or disclosed child harm or abuse as required by relevant legislation.

Comply with [relevant legislation] and SDS policies and procedures on record keeping and information sharing

Your complaint options are:

Personal Complaint in relation to our business

Discuss complaint with SDS Motor Driving Instructor (MDI) / person concerned

If you're not happy with our response and wish to lodge a complaint visit Department of Infrastructure and Transport (DIT) <https://mylicence.sa.gov.au/the-driving-companion/enquiries> for additional advice.

Training Complaint

In relation to training / assessment of tasks.

Coordinator Auditing phone: 83745100

Coordinator Auditing, Driver Training and Audit Section,

GPO Box 1533, ADELAIDE 5001

Serious Complaints Personal or Business

SAPOL (South Australian Police)

Coordinator Auditing phone: 83745100

Department of Infrastructure and Transport (DIT) address above.

[Consumer and Business Services](#) call 131 882 from 9am to 4.30pm Monday to Friday.

SDS Feedback and Complaint Flow Chart

Feedback and complaint referred to SDS Management are to be received in writing via SDS website.



SDS Management are expected to:

- Talk to all the parties involved and ask for further explanation
- Spend time reviewing all the explanations
- Document the incidents including dates on a Complaints Record
- Discuss options for resolution of the complaint with the people involved
- Document the outcome of the resolution process.
- Ensure Privacy and confidentiality



SDS Management will respond in writing within ten business days or receiving a written complaint.



If the written complaint cannot be resolved with the assistance of SDS Management in accordance with the Feedback and Complaints Policy. A person making a complaint has the right to contact an external agency for advice or help at any stage.

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| First Formulated | January 2022 V1 |
| Next Review Date | January 2023 |
| Standards | <p> Legal Services Commission Unions Australia Human Rights Commission Equal Opportunity Commission Children and Young People (Safety) Regulations 2017 (SA) National Principles for Child Safe Organisations Child safe environments Rights of every child Department Human Service DHS Critical Client Incidents Policy Coronial Overview of child protection legislation across state and territory jurisdictions Australian Institute of Family Studies Information Sharing Guidelines Unicef – know your rights and responsibilities Children’s rights and responsibilities flyer Department Human Services DHS Critical Incidents Gender diverse, intersex and sexually diverse children and young people </p> |
| Legislation | <p> Work Health and Safety Act Work Health and Safety Regulations 2012 Codes of Practice Safework SA Return to Work SA Sex and Age Discrimination Legislation Amendment Act 2011 Australian Human Rights Commission Act 1986 Children's Protection Act 1993 (SA) Family Law Act 1975 Equal Opportunity Act 1984 Children and Young People (Safety) Act 2017 Commonwealth Privacy Act 1988 State Records Act 1997 Guardianship and Administration Act 1993 Australian Human Rights Commission Act 1986 (Federal) Crimes Act 1914 (Federal) Fairwork Act 2009 </p> |
| SDS related policies | <p> Child Safe, and Young Person Wellbeing Policy and Procedure Child Safe, and Young Person Wellbeing Risk Policy Statement of Commitment to the Safety and Wellbeing of Children Feedback and Complaints Policy </p> |