



Customer Issues Resolution and Complaints Mechanism

As a provider of a broad range of services to a large number of people with diabetes and cardiac conditions, general public and health professionals, it is both natural and expected that Healthy Living NT (HLNT) will receive complaints against its staff and service(s). As a means of continuous quality improvement, it is important that HLNT:

1. Has systems established to process both verbal and written complaints
2. Fairly and objectively manages and investigates complaints and
3. Uses complaints to modify and improve services where appropriate

It is important to also understand that a major part of HLNT's role is to assist people, generally consumers, to navigate through the system in accessing the necessary support or products they need to assist in the management of their condition, both from HLNT and across the spectrum of the health system. This is often a complex matter and customers can and do experience issues which they frequently refer to HLNT for guidance or resolution. This is core business for HLNT and resolution of these (often minor) issues is more often than not a relatively simple task.

Where an issue is not easily resolved or not resolved to the customer's satisfaction, an issue may become either:

- a) A formal complaint, or
- b) An advocacy issue

Customer Issues Register

Issues experienced by customers that are referred to HLNT must be systematically recorded on the Customer Issues Register (attached). The purpose of the Customer Issues Register is to provide a systematic approach to:

- a) recording issues or difficulties raised by customers in navigating through the system in accessing necessary support or products
- b) documenting HLNT action about how the issue was resolved/not resolved
- c) identifying trends in customer issues which may highlight the need for additional more-directed action required by HLNT such as further education required for a particular Access Point or as a result of changes to a product supply scheme eg restriction of access to BGTS

The Customer Issues Register is to be completed by all staff, but primarily by administrative staff, who are the first point of contact with HLNT. Both the Darwin and Alice Springs office will maintain a register. The Register is to be sent to the CEO, MES and FAM on a monthly basis for review.

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What is a complaint?

A complaint is any expression of more serious dissatisfaction or discontent received from a customer about any aspect of HLNT service or staff or Access Points. HLNT services fall into a number of broad categories including:

1. Services directly provided by HLNT eg. Membership, HBGM Sales etc and services provided through Access Points
2. Services provided on behalf of a third party eg. Diabetes Education Service (NT DoH) or National Diabetes Services Scheme (Commonwealth Government)
3. Services, which in the perception of the complainant, should be provided by HLNT eg. Lobbying activity

All complaints about the performance or operation of medical aids need to be recorded on the Customer issues Register but it is important to note that it is a manufacturer responsibility and the client is to be encouraged to make complaints directly to the manufacturer.

Complaints can be both reasonable and unreasonable. The purpose of a complaints mechanism is not to make judgement about the nature of the complaint or the complainant. It is to ensure that complaints are resolved in an efficient and equitable manner, and that the organisation learns and improves its services.

Handling a complaint

Complaints can be made in person, in writing or by phone.

Wherever possible, complaints should be resolved directly with the staff or manager of the service concerned. If a person is uncomfortable with talking to the staff member directly they should be provided with the opportunity to talk to a manager.

It is important that consumers are asked what they expect to occur as a result of their complaint. For example, they may want an apology, explanation or a change to occur that will prevent other clients from experiencing the same issue.

Staff involved in handling complaints are required to treat all information as confidential and personal details will only be provided to the personnel involved in managing the complaint. Consumers can make a complaint without providing their name. However, this does limit our capacity to investigate the complaint.

Refer attached flow chart.

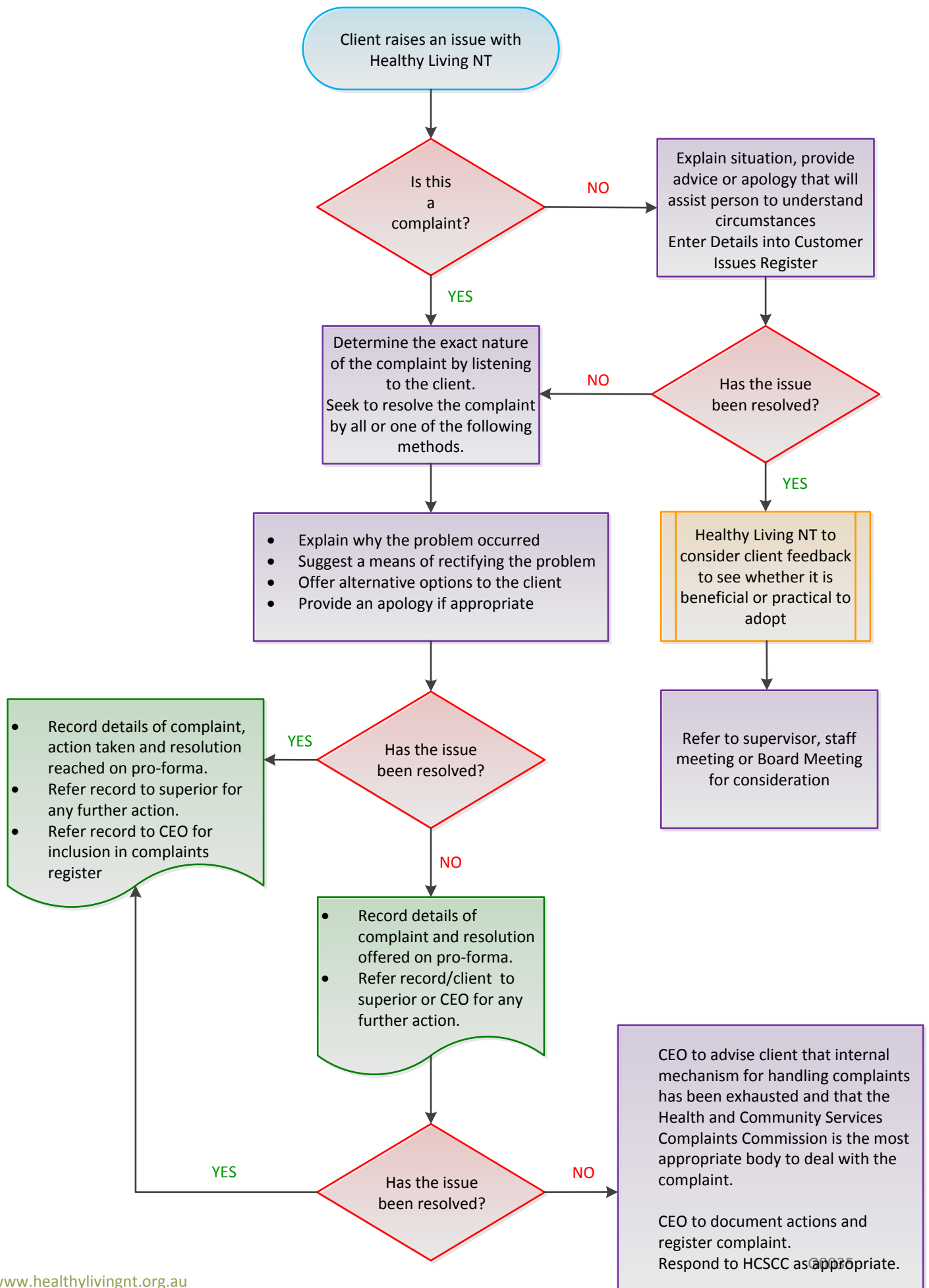
1. All HLNT staff can (and will) receive complaints. The staff member receiving the complaint must seek to resolve it in an equitable fashion in the first instance
2. If this is not possible, the complaint must be referred to the staff member's immediate superior or the CEO. The CEO may refer complaints to the President or the Health and Community Services Complaints Commission if they cannot be satisfactorily resolved
3. All complaints must be documented on the attached form

The CEO will maintain a register of complaints.

**Healthy Living NT
Customer Issues Register**

Date	Customer Name	Member #	NDSS #	Phone#	AP Code	Issue	Taken By	Action Taken	Date
4/09/2018			9367087		DRW05	Billy went to DRW05, was told that his NDSS card had expired. He has an old green card. They charged him \$45.00 for a box of Accu-Chek Guide. Billy then came to HL to renew his NDSS card. Found that he is on insulin.	Allirra	ordered Billy a new NDSS card. Rang DRW05, spoke to Jo who said that if Billy took the receipt to in he would get a refund. When Jo was asked to please explain to his staff NDSS cards do not expire he hung up.	4/09/2018
							Ruth	Rang Billy, he did get his refund at DRW05.	6/09/2018
5/09/2018						Registrant came to the counter saying he had been to a pharmacy & they told him his NDSS card had expired. His 6mth access had expired. He stated he is on insulin & would go home & bring back his script so we could update his NDSS registration.	Ruth	Did not take details as client said he would return shortly (said he lived nearby). Client has not returned	
11/09/2018			9407138		CAS01 & CAS05	Trevor went to CAS01 for 6mm Novo pen needles. They had run out but told him they were getting an order in that afternoon. He went back the next morning but they still did not have any. He went to CAS05 who also did not have any, so he came to HL.	Ruth	Suggested to Trevor that rather that he could try shorter needles, but he likes 6mm.	11/09/2018
					CAS01	Impersonated CAS01 in Navision. There is no 6mm on their current order & none in the order for the past 6 weeks	Ruth	Rang CAS01, they said they haven't had 6mm in stock for a very long time	11/09/2018
					CAS05	Impersonated CAS05. They did not have any 6mm in a order since June	Ruth	Rang CAS05. They think that staff person must have given out the 6mm but selected some other length in connect, as they don't currently have 6mm on their shelf	11/09/2018
12/09/2018			9555569		COOL02	Elizabeth went to COOL02 to purchase lancets. She said that Emma who served her told her that NDSS no longer existed & only HL provided subsidy on diabetes products. I explained the difference between HL & NDSS but Elizabeth was adamant that NDSS used to subsidise lancets and that Emma was ripping her off.	Ruth	Rang COOL02, spoke with Karen. Emma is now on AL. Karen advised that Emma is training to be a nurse and is a very experienced staff member	12/09/2018

Healthy Living NT Consumer Complaints Process



Healthy Living NT Consumer Complaint Pro-forma

Person Making Complaint:

Date:

Address:

Contact Number:

Name of Healthy Living NT Staff Member:

Describe the nature and details of the complaint (include dates etc where relevant):

Describe the action taken in order to resolve the complaint:

Complaint Resolved: YES NO

Signed:
(Staff Member)

Date:

Resolved Complaint: Send completed pro-forma to CEO

Unresolved Complaint: Refer complaint to superior/manager or CEO with completed pro-forma.