**POLICY Feedback and Complaints**

# PURPOSE

The purpose of this policy is to define the manner in which Highlands Holistic will deal with complaints, grievances or comments in relation to all of its activities and actions.

# SCOPE

This policy applies to clients, employees and any other party who wishes to provide feedback on Highlands Holistic’s activities and actions.

# POLICY STATEMENT

Highlands Holistic welcomes complaints, comments, suggestions and compliments from its clients, students and the general public and believes that such involvement in the manner in which Highlands Holistic undertakes its activities, benefits Highlands Holistic.

Highlands Holistic will deal with complaints, comments, suggestions and compliments in a manner which is prompt, fair to all parties, courteous; confidential and given high priority for resolution and remedy ensuring that there is no retribution for the comments made.

Highlands Holistic will review the complaints, comments, suggestions and compliments it receives to ensure that they lead to service improvement.

| **RELATED POLICIES** |
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| POLICY Privacy and Confidentiality |
| POLICY Safeguarding for Clients |

| **SUPPORTING QMS DOCUMENTS** |
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| PROCEDURE Feedback and Complaints |
| FORM Feedback and Complaints |

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| **RELEVANT LEGISLATION OR STANDARDS** |
| Nil |