

Understanding Standard 3.2

Core Area 3		Excellent client services, satisfaction and complaints, service provider networking & community relations		
Standard 3.2		Clients are engaged and satisfied with the services they receive, including the handling and resolution of complaints.		
Element	Description	Unaware - Developing	Aware - Developing	Meets
3.2.a	A client communication and engagement plan has been developed and implemented, including opportunities for clients to provide feedback on policies, priorities, and service standards.	There is no plan, no clear and published methods / channels for client communication. Clients are unaware how/where to give feedback.	There is a communication plan but not all clients are aware of it. Not all client communication is recorded and forwarded to managers.	The majority of clients are clear on how to communicate feedback and concerns. This feedback is recorded and considered in service development decisions. Accessibility options are available and are appropriate to needs of the clients.
3.2.b	The provider has policy and procedure for complaint resolution that is clear, simple, and accessible to all clients served.	There is no published complaints policy or procedure. Clients do not know how to raise complaints.	Complaints are handled directly by operational managers. Complaints over time are not analysed. There is no record of complaints/ grievances by clients.	A clear policy and procedure for receiving and responding to client complaints is in place, including a dispute resolution process. There is a record of complaints and the resolution for the issues flagged.