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**COMPLAINTS HANDLING POLICY AND PROCEDURE**

Ulverstone Nutritional Health is committed to ensuring that any person or organisation using services provided by Ulverstone Nutritional Health has a right to lodge a complaint and to have their concerns addressed in a way that ensures access, fairness, accountability, and transparency.

This organisation will provide a complaints management process that:

* Is simple and easy to use
* Is available to all clients or organisations
* Ensures all complaints are fairly accessed and responded to promptly
* Is procedurally fair and follows principals of natural justice
* Complies with legislative requirements

**Ulverstone Nutritional Health Commitments**

If you make a complaint to Ulverstone Nutritional Health you can expect that we will:

* Treat you with respect
* Tell you what to expect while your complaints are being looked into
* Carryout the complaint handling process in a fair and open manner
* Provide reasons for decisions that are made
* Protect your privacy

**PROCEDURES**

**Making a complaint**

A person wishing to make a complaint may do so verbally or in writing to:

* The staff member they are dealing with at the time
* The complimentary Medicine Association Federal Executive, via the Federal Administrations Office
* The Health Complaints Commissioner of Tasmania

If the complaint is about a specific nutritional supplementation product these will be handled by the supplier organisation.

**Procedures for complaints management**

The person managing the complaint will be responsible for:

1 Registering the complaint

* Record all details of the complaint and ask the complainant what outcome they are seeking
* Provide information about complaints process and time frame

2. Investigating the complaint

* As fair as possible complaints will be investigated and resolved within 20 working days of being received, if this time frame can not be met, the complainant will be informed of the reasons why and the reviewed time frame for resolution

3. Resolving the complaint

* Make a decision regarding the complaint
* Inform the complainant of the outcome of the complaint and any options for further action if required

4. What if I am unhappy with the resolution

* If you are not happy with the outcome of a complaint, you may lodge your complaint with the Health Complaints Commissioner of Tasmania

**Record keeping**

A register of complaints will be kept by Ulverstone Nutritional Health and the following will be recorded for each complaint

* Details and the nature of the complaint
* Date lodged
* Action taken
* Date of resolution and reason for decision
* Indication of complainant being notified of outcome
* Complainant response and any further action

Copies of all correspondence and other materials received by Ulverstone Nutritional Health in connection with any complaints will be kept for 7 years.

The complaints register and files will be confidential and access restricted to the Health Complaints Commissioner of Tasmania, the Federal Executive of the Complimentary Medicines Association, and the Manager of Ulverstone Nutritional Health.

Date of approval: 27/06/2021

Date of review: 27/05/2022

Rebecca Templar – Owner/Manager of Ulverstone Nutritional Health