



Complaints Handling Policy

Version 1.0

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Complaints-handling policy

This policy establishes a general complaint handling process. It provides guidelines for complainants and complaint recipients.

The aim of the policy is to:

- Support the provision of the highest possible quality service to our customers
- Increase the level of customer satisfaction with the delivery of the Department's service
- Enhance ITC relationship with our customers

Intent

The contact center & business care department is committed to:

- recognizing a customer's right to make complaints, comments or suggestions about the level and quality of services provided
- encouraging the submission of any complaints customers or staff may have with any of the services provided
- providing an efficient, fair and accessible mechanism for resolving complaints
- ensuring that all complaints are heard and equitably resolved as soon as possible
- monitoring complaints in an endeavor to improve the quality of services
- providing customers with information about the complaint handling process
- promoting a positive attitude towards customers and the commitment to resolving complaints.

To support the complaint, process the contact center / business care department will also actively seek feedback from customers through regular surveys to ascertain general levels of satisfaction with the level and quality of services provided.

The policy and related resolution processes/guidelines are equally applicable when dealing with complaints from either external or internal customers, public sector agencies, other organizations or the public.

Principles

The contact center / business care department, in respect to the following matters, will:

- **Fairness** - recognize the need to be fair and equitable both to the complainant and the officer and/or part of the Department against whom the complaint is made
- **Resources** - provide adequate resources with sufficient levels of delegated authority to ensure complaints received are addressed and concluded in a timely manner
- **Visibility** - promote complaints handling policy and guidelines to all external and internal customers
- **Access** - ensure the complaint process is available to all customers and employees of the contact center / business care department
- **Responsiveness** - deal with complaints quickly, treat complainants with courtesy and wherever possible resolve complaints at the first point of contact
- **Assistance** - provide assistance for complainants in the formulation and lodgment of complaints if requested
- **Data Collection** - collect and record data on complaints lodged and outcomes achieved, to assist in the identification of systemic and recurring problems and/or potential improvements to service delivery and customer relations
- **Reviews** - regularly review the complaints handling process to ensure it is efficiently delivering effective outcomes.

POLICY STATEMENT

A complaint is an expression of dissatisfaction made to an organization related to its products or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

ITC recognize that complaints give us a unique opportunity to retain dissatisfied customers and maintain our reputation for high quality of products and services

ITC provide customers, personnel, and other interested parties with publicly available information on how and where to complain and encourage them to give us both affirmative and critical feedback

ITC ensure that its complaint handling process is easy to use, efficient, fair, free of charge, and accessible to all complainants even those with disabilities and special needs

ITC protect the complainant's rights, confidentiality and privacy. We promptly acknowledge receipt of complaints, and keep complainants informed of the progress, changes, and decisions in regarding their complaints

ITC continually analyze both justified and unjustified complaints with the goal of improving the quality of its product and customer service

ITC top management team periodically reviews the performance of complaints handling process, policy, and objectives to ensure their effectiveness and continuing suitability

