



Complaints Handling Policy

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1. Introduction

1.1 Organisational Commitment

The Board of Directors, the CEO and the Executive Team of Gold Coast Cabs are committed to an effective and efficient complaints handling process. Complaints and feedback regarding the services provided by the company and its affiliated Taxi Operators and Taxi Drivers, is utilised to continually improve the services that we provide.

1.2 Objective of the Complaints Handling Policy

Gold Coast Cabs is a customer centric organisation that endeavours to provide excellent customer service to maintain its reputation as a transport provider of choice within the Gold Coast. Gold Coast Cabs is committed to providing a responsive process to facilitate the effective management of customer's concerns and requirements.

Specifically, the purpose of this policy is to:

- Provide a complainant with access to an open and responsive complaints handling process
- Enhance the ability of Gold Coast Cabs to resolve complaints in a consistent, systematic and responsive manner
- Enhance the ability of Gold Coast Cabs to identify trends and eliminate causes of complaints and improve service outcomes
- Provide a customer focused approach to resolving complaints
- Provide a basis for continual improvement of the complaints handling process

Source: AS ISO 10002:2006

The objective of this policy is to provide complaints handling framework to assist Gold Coast Cabs to resolve customer complaints in an efficient, effective and professional manner. To align with current best practice, Gold Coast Cabs has utilised the Australian Standard AS ISO 10002:2006, *Customer satisfaction – Guidelines for complaints handling in organisations*, to assist with the preparation of this policy.

1.3 Background

The structure of the taxi industry differs from most other business sectors as it is constituted of distinctly separate businesses operating through an affiliation partnership to provide taxi services to the travelling public within a Queensland Government regulated environment. Gold Coast Cabs is a Taxi Booking Company (TBC), we hold a service licence with Queensland Transport and Main Roads (QTMR) for the Gold Coast service contract area. Taxi Operators and Taxi Drivers are independent businesses that also must obtain and hold Operator Accreditation and

Driver Authorisation respectively, issued by QTMR. Both Taxi Operators and Taxi Drivers must be affiliated with a Taxi Booking Company to provide taxi services under the banner of the TBC. In addition to their requirements under legislation, Drivers and Operators must also abide by the policies, procedures and rules of the TBC.

1.4 Definition of complaint and complainant

This complaint handling policy is intended to address complaints made by complainants to Gold Coast Cabs about the company's services, products, employees, Affiliated Taxi Drivers and Affiliated Taxi Operators. AS ISO 10002:2006 defines complaint and complainant as:

Complaint:

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

Complainant:

A person, organisation or representative, that makes a complaint.

Any person or organisation, including Affiliates (the complainant) who is dissatisfied with a product or service provided by the organisation and/or its Affiliates, for any reason, may contact Gold Coast Cabs to make a complaint. Complaints may be provided orally or in writing. Some complaints may not include sufficient information, detail or contact information to enable a successful investigation and/or response to be completed by Gold Coast Cabs. These complaints may consist of undefined, incomplete or unsubstantiated negative feedback only. Whilst this feedback is utilised within the continual improvement environment of the organisation, feedback of this nature may not require a resolution or formal follow-up. As such this policy does not apply to feedback of this nature.

1.5 Unreasonable complainant conduct

All complainants are entitled to a fair share of the organisations time and resources. Gold Coast Cabs has the right to decide how to deal with a complaint, including how the investigation is conducted and by whom, the allocation of time and resources, the assistance the complainant needs to provide and how the complaint will be resolved. Rude and aggressive conduct, obstinacy in communicating with complaints handling staff, exaggeration or dishonesty in explaining a complaint, unreasonable persistence with a complaint that has been investigated or closed and demands that are unrealistic or disproportionate, constitutes unreasonable complainant conduct. Gold Coast Cabs is committed to treating all complainants fairly and with respect, we will show impartiality and professionalism when facing challenging behaviour, we will not however tolerate conduct that is violent, threatening, aggressive or abusive. Complaints handling staff will follow company's *Unreasonable Complainant Conduct Procedure* in these situations and notify a complainant that their conduct is unreasonable, if the behaviour continues; access to the complaints handling process may be restricted or terminated.

2. Principles of effective complaints handling

To ensure the effectiveness of the complaint handling process, Gold Coast Cabs has utilised the following AS ISO 10002:2006 guiding principles:

Principle	Gold Coast Cabs' commitment
Visibility	Information regarding the complaints process, including our Complaints Handling Policy are available on our website and internally
Accessibility	Complaints may be made by phone, fax, email, via our website, by mail or in person. Detailed information is provided about how complaints are made and resolved
Responsiveness	Acknowledgement of the receipt of a complaint occurs immediately. We endeavour to investigate and resolve urgent complaints within 4 business days and non-urgent or routine complaints within 10 business days. Due to operational constraints, from time to time, the investigation process for some complaints may exceed these timeframes, in these instances, complainants will be notified and provided with progress updates
Objectivity	Each complaint is addressed in an equitable, objective and unbiased manner throughout the complaints handling process
Charges	Access to our complaints handling process is free of charge
Confidentiality	Personally identifiable information is actively protected from disclosure, information is only utilised where needed to address the complaint unless the complainant expressly consents to its disclosure. Similarly, personally identifiable information of Gold Coast Cabs personnel and affiliates is also actively protected from disclosure in the course of an investigation and resolution of a complaint
Customer-focused approach	Gold Coast Cabs is a customer focused organisation and we are open to feedback, including complaints. The Board of Directors, the CEO and the Executive Team are committed to an efficient and fair resolution of complaints
Accountability	All personnel and affiliates are accountable for their work performance and accept responsibility for effective complaints handling and reporting.
Continual Improvement	The complaints handling policy and process are formally reviewed annually in addition to ad hoc periodic reviews as a result of feedback about the complaints handling process

3. Complaints Handling Process

3.1 How to make a complaint

Complaints may be made by phone, fax, email, via our website, by mail or in person:

Phone:	+61 7 5588 1299
Fax:	+61 7 5588 1298
Email:	complaints@gccabs.com.au
Web:	www.gccabs.com.au
Mail / In person:	The Customer Liaison Officer Gold Coast Cabs 11 Millennium Circuit Helensvale QLD 4212

3.2 Handling Process

3.2.1 Complaint Submission

Acknowledgement of the receipt of a complaint will occur immediately, in the case of a complaint made orally, this will occur at the time the complaint is made. Sufficient information will need to be obtained to facilitate the investigation of a complaint, this is best done upon initial complaint submission, the forms provided on our website detail the information required. We may need to obtain further information or clarification from a complainant as required. We endeavour to investigate and resolve urgent complaints within 4 business days and non-urgent or routine complaints within 10 business days (urgent complaints are defined as those that affect the safety and/or security of passengers, the public, drivers and/or employees, non-urgent complaints are all other complaints). Due to operational constraints, from time to time, the investigation process for some complaints may exceed these timeframes, in these instances; complainants will be notified and provided with progress updates. An up-to-date status of a complaint will be provided to a complainant upon request. If a complainant requires assistance to complete a complaint submission, they may contact the Customer Liaison Officer.

3.2.2 Complaint Assessment

Each complaint is assessed initially based on its severity, safety concerns, complexity and impact. Complaints handling resource allocation is prioritised on a daily basis to ensure the timely resolution of all complaints. Some elements (or all) of a complaint may be allocated to different personnel or a different department to conduct the investigation.

3.2.3 Complaint Investigation

The level of investigation is allocated commensurate with the seriousness, frequency of occurrence and severity of the complaint. Complaint investigations are planned and follow specific systematic procedures. All investigations are approached impartially and the facts and contentions in support of a complaint are weighed objectively. Complaints are conducted in private to ensure confidentiality; we actively protect the personal information gathered as part of an investigation. Investigations are conducted within the following parameters:

- Investigative findings must be based upon evidence that is relevant and logically capable of supporting the finding - not on guesswork, assumptions, preconceptions or suspicion
- Where evidence is inconclusive, evenly balanced or scant, it may not be possible to resolve a disputed matter
- Rules of evidence that apply in court do not apply to administrative investigations, an investigator may use any reliable information obtained from any source
- Written records of oral evidence will be kept
- Investigators may ask complainants for all reasonable assistance throughout the investigation
- To accord natural justice, complainants will be provided with an opportunity to comment on contrary information or claims prior to the dismissal of a complaint

3.2.4 Complaint Response

Upon the completion of a complaint investigation, the complainant will be provided with a response outlining the findings of the investigation and the resolution of the complaint. Details regarding the action taken to resolve or rectify the issue that caused the complaint will be included within the response. However, where a complaint deals with individual employees and/or affiliated persons, considerable care will be given to the release of information regarding the actions taken against the individual to improve their work performance. This reticence to release private performance management information may result in the belief by a complainant that their complaint has not been investigated thoroughly, actioned appropriately or that the organisation is attempting to deliberately obscure the results of the investigation. Whilst this inability to provide complete transparency is regrettable, we take our obligation to protect the right to privacy and protection of reputation of our employees and affiliates seriously. Personal information released has a high risk of further dissemination into the public realm and therefore creates an unacceptable risk to the employee or affiliate's privacy, reputation and safety. Gold Coast Cabs is committed to both handling all complaints appropriately and the protection of personal information, the protection of an individual's personal information is not utilised as an excuse to avoid dealing with a complaint.

3.2.5 Complaint Closed

If the complainant accepts the findings as presented in the complaint response or initiates no further contact with Gold Coast Cabs within 21 days following the date of the complaint response, the complaint will be closed.

3.2.6 Internal Review of Complaint Response

If the complainant is dissatisfied with the decision made within the complaint response, they may request an internal review of the decision. Requests for an internal review must be made within 21 days of the complaint response date. Requests for an Internal Review must be in writing and must specify what the complainant would like reviewed and the reason why they disagree with the investigators decision. Internal reviews are conducted by an officer that has not previously been involved in the complaint; we endeavour to conduct internal reviews within 10 business days of receipt of the request. The result of the internal review will be provided to the complainant by way of an Internal Review Response.

3.2.7 External Review of Complaint Response

If upon receipt of the internal review response, the complainant remains dissatisfied, they may choose to make a complaint to the Taxi Industry Regulator: Queensland Transport and Main Roads:

Department of Transport and Main Roads
 Passenger Transport Office
 PO Box 10420
 Southport Qld 4215
 Ph: +61 7 5630 8856
southport@tmr.qld.gov.au

Or:
 Transport and Main Roads
 Taxi Complaint Hotline:
 Ph: 1800 183 673
taxi@tmr.qld.gov.au

Alternatively you may contact the nearest Queensland Government Dispute Resolution Centre in Brisbane:

Ph: +61 7 3239 6007 / 1800 017 288

4. Gold Coast Cabs Contacts

Phone:	+61 7 5588 1299	Web:	www.gccabs.com.au
Fax:	+61 7 5588 1298	Mail / In person:	The Customer Liaison Officer
mail:	complaints@gccabs.com.au		Gold Coast Cabs 11 Millennium Circuit Helensvale QLD 4212