

# Statewide Complaints Management Process

5Rs

## Step 1

### Receive

Once we receive a complaint we will:

“acknowledge the complaint within five (5) working days.”

## Step 2

### Rate

We assess and triage the complaint. This means we will:

“identify the issues, confirmed desired outcomes and everyone involved.”

## Step 3

### Refer

After we assess the complaint, we will determine the best way to manage. This means we will:

“refer the complaint to the relevant team.”

## Step 4

### Review

When we have referred the complaint to the best team to manage it they will:

“assess what has happened and determine what we should do.”

## Step 5

### Respond

After we have reviewed the complaint we will:

“respond to you with information about the outcome of the complaint.”

1. Acknowledging this timeframe may not be currently achievable for all complaint units / service areas.
2. Mandatory notifications should be completed as appropriate and when relevant.