

## Operational Management: PH3 – Complaint Handling

### Prelim

PH3 is a generic Complaint Handling Policy used for all types of complaints including Noise complaints

### Requirement

All management practices will meet all NSW Legislative requirements including the NSW Animal Welfare Code of Practice No 5 - Dogs and Cats in Animal Boarding Establishments.

### Action

Complaint Handling is to be followed to ensure that any PH complaints are received, that information is gathered and consideration of a change to resolve the complaint will be taken. All reasonable or substantive complaints will receive some form of action.

The complainer will receive feedback of complaint – whether any action is required or not.

Once agreed actions are to be taken the respective P&P are to be updated and any training provided. The Customer Complaint Form will be used in all complaint case – including where a neighbour makes a complaint.

The complainer must be identified and provide mandatory details to enable the complaint to be logged.

Where a consistent non-customer complaint is received from a neighbour and is considered to be harassment or worse then this should be reported immediately to the business owner for consideration of police or regulatory action.

### Complaint Handling sequence

- Receive notification of a complaint
- Ensure personal safety if the complainer is irate or angry
- Keep complainer away from all pet enclosures
- In the office or outside the pet hotel confines provide a blank complaint form and complete the form with the complainer. Stress to the complainer that it is not an arduous form.
- Ensure that the complainer understands that once the complaint is lodged they will receive a complaint reference number via email.
- Log the complaint in the electronic spreadsheet log of complaints
- Send email containing complaint number from log
- When complaint logged we will assess the validity of the complaint. *ie being able to hear dogs barking by one of the neighbours is not a valid complaint as we have already significantly proven that any dogs barking will not exceed the legal thresholds and as the same with all boarding kennels we are a Pet Hotel - dogs will be heard barking around the vicinity.*
- Once the complaint is lodged the log of complaints will be an agenda item at the weekly business meeting and all actions considered.
- The complainer will be then be advised via email of improvement actions taken, if needed, and implemented and where those are not agreed or if considered not a valid complaint and no action taken.
- Close out the complaint on the Complaint Log recording any actions taken.

Where the complainer is a neighbour (and not a customer) then ideally ensure that 2 persons attend the initial complaint conversation as a witness to the event and record this into the Complaint Log

If immediate action is requested by the complainer to resolve their concern, then discuss with the witness and agree an acceptable temporary and immediate action and advise the business owner. Remain empathetic to the complainer, and listen, and if say it's a Christmas day or a close local

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neighbours special event etc. then consider a one off 'without prejudice' relocation of the dogs internally to the sound attenuated building for the afternoon whilst maintaining statutory requirements for exercise and cleaning etc.

A complaint form – to be completed with the complainer, remains compulsory in this situation. The complainer must never be allowed into the pet hotel limits even if immediate action is agreed.

If valid, the immediate action must only be taken when the Complaint Form is completed and complainer leaves the premises unless agreed as critically urgent. Action can be taken on critically urgent needs and the Complaint Form completed forthwith.

Record all complainer threatening or unreasonable actions and any feelings of harassment in your personal log immediately the complainer departs the premises.

Note: Separately the complainer is free to take their own action via normal statutory and regulatory bodies where they are dis-satisfied with any outcomes. Thus it is essential that all information is recorded in the log.

No person is allowed within the pet hotel animal enclosures or limits – this includes officials from council or other regulatory body accompanying the complainer. Appointments for access must be made and agreed at a prior time with the business owner.

The Complaint Log will be held for three years and made available to statutory bodies on request if required.

Form below will be completed capturing the complainers details and complaint;

### Customer Compliant Form – used also for non-customer complaints.

Compulsory fields are marked with \*

#### 1 Your contact details (provide name of person/organisation, postal address, email address): \* all

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ (ideally mobile phone number)

Email address: \_\_\_\_\_

Pet Hotel Customer? **Y / N** **If yes;**

Pet Name (name of pet(s) residing in the Dunkeld Park Pet Hotel) \_\_\_\_\_

#### 2 What is the problem and when did it happen? \*

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**3 Is this the first time you have reported this complaint? Please circle either Y / N \***

**If not the first time, what was the previous date or previous complaint number?**

**Complaint Date** \_\_\_\_\_. **Complaint Number** \_\_\_\_\_

**Did you receive the response to the above complaint number? Please circle either Y / N \***

**Are you satisfied with the previous response? If not satisfied with the response please outline why;**

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**4 What do you think caused the problem?**

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**5 Have you talked to anyone about the problem? Was a Pet Hotel staff member involved?**

**If so please provide their names(s).**

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**6 What would you like to happen to resolve the problem? \***

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**Signed (Person lodging the Complaint) \*** \_\_\_\_\_

**Date \*** \_\_\_\_\_