

New Australia/New Zealand Standard

Guidelines for complaint management in organisations

AS/NZS 10002:2014

This new standard has been developed and supersedes - *AS ISO 1002-2006 – Customer satisfaction – Guidelines for complaints handling in organisations.*

The new standards objective is to provide a level of guidance on effective complaints management to any organisation and includes the following information, suggestions and areas for all organisations wanting to review, improve or establish a new complaints program.

The standard seeks to provide the following assistance to organisations:

- ✓ Enhanced public confidence in the organisation by creating an environment that encourages feedback and complaints and sees complaints managed in a timely and fair manner;
- ✓ Recognition of the needs and expectations of complainants;
- ✓ An open, accessible and effective complaints process;
- ✓ A system that can be used by the organisation to analyse, evaluate and audit complaints and their outcomes in order to deliver quality improvements; and

- ✓ A mechanism for reviewing the effectiveness and efficiency of an organisation's complaint management practices and outcomes;

Application of standard The complaint management system described in the standard is intended to provide guidance to organisations of all sizes and in all sectors.

Every organisation will need to have regard to the following:

- a) Any statutory or regulatory requirements;
- b) The value the organisation seeks to derive from complaints to improve its operations;
- c) Financial, operational and organisational requirements;
- d) The number and demographics of the organisation's customers;
- e) The nature and breadth of the organisations interactions with the public;
- f) The number and type of complaints the organisation receives
- g) Input from staff and other interested parties;

This standard should be a must purchase for any organisation wishing to establish a robust complaints process and putting the customer at the centre of all interactions.

For further information please email – steve@proactivesm.com.au

To purchase a copy please follow the link below:

<http://infostore.saiglobal.com/store/details.aspx?ProductID=1764518>