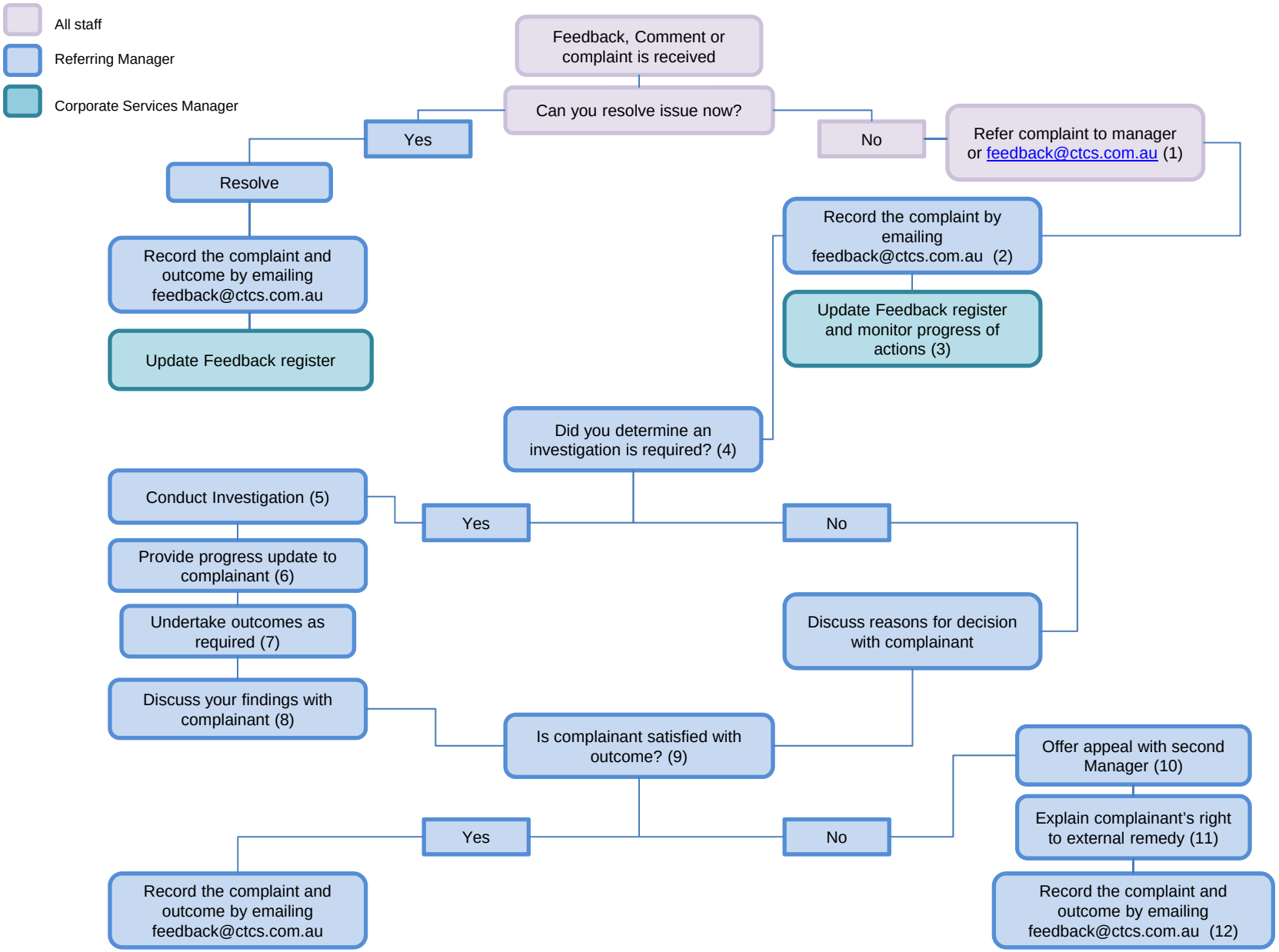
All staff
Referring Manager
Corporate Services Manager
Feedback, Comment or complaint is received
Can you resolve issue now?
Yes
No
Resolve
Record the complaint and outcome by emailing feedback@ctcs.com.au
Update Feedback register
Refer complaint to manager or feedback@ctcs.com.au (1)
Record the complaint by emailing feedback@ctcs.com.au (2)
Update Feedback register and monitor progress of actions (3)
Did you determine an investigation is required? (4)
Conduct Investigation (5)
Yes
No
Provide progress update to complainant (6)
Undertake outcomes as required (7)
Discuss your findings with complainant (8)
Discuss reasons for decision with complainant
Is complainant satisfied with outcome? (9)
Offer appeal with second Manager (10)
Explain complainant's right to external remedy (11)
Yes
No
Record the complaint and outcome by emailing feedback@ctcs.com.au
Record the complaint and outcome by emailing feedback@ctcs.com.au (12)