



# Complaints Process

## Help us to put things right

Converge International is committed to providing a quality service and achieving the highest standards of conduct in the delivery of all of our services. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers. Therefore we aim to ensure that:

1. Making a complaint is as easy as possible.
2. We treat as a complaint any clear expression of dissatisfaction with our service, product or facilities which calls for a response.
3. We treat it seriously whether it is made in person, by telephone, letter, fax, e-mail or customer feedback form.
4. We deal with it promptly, politely and, where appropriate, informally (for example, by telephone).
5. We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
6. We learn from complaints, and use them to improve our service now and in the future.

### HOW DO YOU MAKE A COMPLAINT?

You can make a complaint in writing, by email, by telephone, on site or in person (preferably by appointment). Typically clients direct their complaint to their main point of contact at Converge International. This is often the **Client Relationships Manager** who looks after your organisation's account. If you are writing or e-mailing your complaint, please provide your

telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is required and, if not, please provide a full postal address. If you do not have this information, please get in touch with the Clinical Services Administrators:



by phone on **03 8681 2444**



or by e-mail:

[people.assistadmin@convergeintl.com.au](mailto:people.assistadmin@convergeintl.com.au)

Alternatively, write to:



**The Clinical Services Administrators**  
**Converge International**

Level 16, 180 Lonsdale St., Melbourne VIC  
3000

### WHAT WILL HAPPEN IF I MAKE A COMPLAINT?

Where a complaint is received by a consultant in person, on site or by telephone, it will be immediately acted upon and/or referred to the responsible manager (Manager of the relevant Department, Account Manager or Complaints Officer) for investigation and resolution.

All complaints will be acknowledged within 1 working day of their receipt, if email or phone contacts are available. The investigation process will be completed for all complaints and the results communicated to the customer in the timeframe stipulated in your organisation's contract. If the matter cannot be resolved in this timeframe, we will send you an interim reply providing you with

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## INFORMATION FOR CLIENTS - COMPLAINTS PROCESS

the name of the person who is dealing with the matter and contact telephone number. Where only a mail address has been provided, a written response will be communicated to the customer within 10 working days. As a minimum standard, it is expected that 90% of complaints will be fully resolved within 3 working days and, 100% of all complaints be satisfactorily resolved within 30 days from the date the initial complaint was received.

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### WHAT HAPPENS IF I AM NOT HAPPY WITH THE RESPONSE?

If you are not satisfied with the response, you can contact the relevant Clinical Services Administrators, who will arrange for the matter to be reviewed.



by phone on **03 8681 2444**



by mail: **Converge International**  
Level 16, 180 Lonsdale St., Melbourne VIC  
3000

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### WHAT HAPPENS IF I AM STILL NOT HAPPY AFTER THE REVIEW PROCESS?

Converge International will make every effort to resolve the matter to the satisfaction of all involved. However, if you are not satisfied with the outcome of our review, an independent mediator or appropriate governing body may be engaged to assist with the resolution. Information on independent external agencies or parties will be provided by the applicable manager as part of the complaints review process.

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### WHO CAN I CALL IF I NEED ASSISTANCE WITH MAKING A COMPLAINT?

If you require any assistance with making a complaint such as arranging an interpreter, assistance with documenting your concerns, please contact the Clinical Services Administrators on **03 8681 2444**. Please be assured that all information provided by you is treated with the utmost confidentiality. We would be happy to provide you with a copy of our Privacy Policy at any time.

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### OUR COMMITMENT TO YOUR SATISFACTION

We at Converge International welcome your comments so that we can address any problems or improve our service.