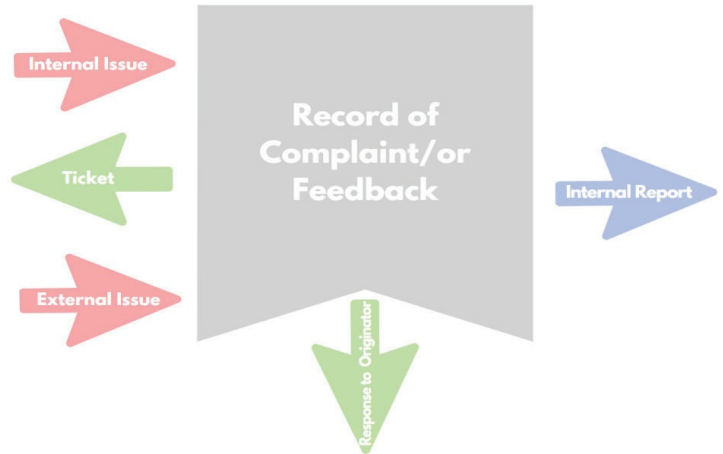


The Hello Co. Complaints management and resolution process

To ensure service delivery is managed effectively, it is imperative that The Hello Co. deploys a centralised feedback and complaints management system.

Feedback and complaints can be initiated internally by interpreters and staff or externally by customers and suppliers.

Whilst feedback or complaints can be raised by email or telephone, all submissions are all recorded and managed centrally.



INITIATING A COMPLAINT/OR FEEDBACK

Call **Toll-Free Number on 1300 38 58 28**
Press 1 for customer
Press 4 for Feedback or Complaint

Alternatively, you can send an email to feedback@thehelloco.com.au with all relevant data requirements

- **Time/Date of call:**
- **Language:**
- **Service Type: (Telephone, Video or On-site)**
- **Incident Overview:**

The above will provide The Hello Co. with the ability to track the time and date of the call, and language, which is crucial in identifying the root cause of the complaint, issue or feedback raised. The incident will be assigned a ticket number and an email will be sent to the originator to acknowledge receipt.

Service Quality Escalations

This relates to the quality of interpreter service provision.

Fault Category	Initial Response Time	Target Resolution Time	Description of Fault	Action
Quality of Interpreter	Acknowledgement of concerns within same business day.	Outcome of complaint must be communicated within one (1) working day including proposed resolution or at a minimum proposed actions and next steps.	Concerns inappropriate interpreter behaviour; acting outside AUSIT, NAATI, NZSTI, THC Standards.	Volume of complaints to be reported in monthly report
Inability to meet demand	Operator assistance provided if call wait greater than 120 seconds.	If volume exceeds 5% of total call rate within a one-month period, an investigation will be undertaken to ascertain if it is a user or supply issue	Unable to supply interpreters at required volume in a given language or user errors	Volume of operator assisted call to be reported in monthly report. KPI is less than 5%