



# Salvos Stores

## Complaints and Feedback Categorisation Table

(Complaints, Compliments, and Suggestions)



For complaints with content that describes an incident or an allegation of an incident (see below definition) please record the complaint in the incident management system and refer to the Incident Management Procedure and the Incident Categorisation Table.

Examples of incidents include unexpected death, client injury, missing person, any forms of abuse, physical/sexual assault or harassment, theft.

### Definition of a Complaint

- An expression of **dissatisfaction** or concern with respect to an **experience** with TSA personnel, or with a service or product provided by TSA.

### Definition of an Incident


- An unplanned, undesired event including allegations that results in an **adverse effector near miss** on an individual, TSA or any person engaged with TSA and its operations.

Connection:  
When the **experience** has an **adverse effect**

Feedback Group	Feedback Types
Access to services	<ul style="list-style-type: none"><li>▪ Ability to make contact</li><li>▪ Access to service</li><li>▪ Operating hours/access</li><li>▪ Response to request for support/care/assistance</li></ul>
Client behaviour	<ul style="list-style-type: none"><li>▪ Behaviour</li><li>▪ Personal safety</li></ul>
Communication	<ul style="list-style-type: none"><li>▪ Cultural/language</li><li>▪ Adequacy of Information or communication</li></ul>
Donations	<ul style="list-style-type: none"><li>▪ Allocation/sorting of donations</li><li>▪ Donation experience (in-store and/or home collections)</li><li>▪ Out of hours donations</li></ul>
Financial	<ul style="list-style-type: none"><li>▪ Cost or pricing of goods/services</li></ul>
Food and catering	<ul style="list-style-type: none"><li>▪ Experience of food provided</li></ul>
Media, marketing, and fundraising	<ul style="list-style-type: none"><li>▪ Accurate/honest</li><li>▪ Appropriateness</li><li>▪ Receipting</li><li>▪ Response time</li><li>▪ Wanted/requested</li></ul>
Physical environment & maintenance	<ul style="list-style-type: none"><li>▪ Tidiness /cleanliness/hygiene</li><li>▪ Maintenance of property and equipment</li><li>▪ Noise</li><li>▪ Physical access to building</li></ul>
Service delivery	<ul style="list-style-type: none"><li>▪ Adequacy of staffing levels</li><li>▪ Adequacy of support/care/assistance/service</li><li>▪ Agreed outcomes</li><li>▪ Availability of staff</li><li>▪ Experience of goods provided</li><li>▪ Provision of Service/Voucher/Goods</li><li>▪ Referral to services</li><li>▪ Response time to requests</li><li>▪ Stock availability/product mix</li></ul>
TSA personnel conduct	<ul style="list-style-type: none"><li>▪ Appearance</li><li>▪ Conduct</li><li>▪ Dress code/uniform</li></ul>

### Notification Key

<b>I</b> Immediately after incident or awareness of incident	<b>AM</b> Area Manager	<b>LM</b> Line Manager (Service/Site/Program/Ops Manager)
<b>8H</b> Within 8 hours after incident or awareness of incident	<b>AC</b> Assistant Chief Secretary	<b>MR</b> Media Relations
<b>24H</b> Within 24 hours of awareness of incident	<b>ATC</b> Assistant to the Chief	<b>PRS</b> Public Relations Secretary
<b>48H</b> Within 48 hours of awareness of incident	<b>GM</b> General Manager	<b>SLM</b> Security and Loss Prevention Manager
<b>D</b> At the discretion of the last person notified in the management structure	<b>ND</b> National Director	<b>SM</b> State Manager
<b>+</b> Additional notification not within direct line management structure		

 **A complaint raised by an external body (e.g. funding, regulatory) must be notified to the GM and ND level, as per the following notification process:**

(I) LM → (I) RM/GM → (I) ND  
**+** ND → (I) HoD Quality and Safeguarding

Term	Definition (Can be read as either positive for compliments or negative for complaints)	Notification
<b>Access to Services</b>	Access or availability of services to community members, clients, participants or beneficiaries and the barriers or convenience experienced when seeking access.	
Ability to make contact	The ability to contact any service, for example: <ul style="list-style-type: none"> <li>▪ Availability of contact information.</li> <li>▪ Variety of contact mediums (i.e. language other than English, multiple formats);</li> <li>▪ Inability/ability to connect to service via phone lines;</li> <li>▪ Excessive/short hold periods; and</li> <li>▪ Calls not being returned or being returned.</li> </ul>	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Access to service	Complaint: A situation that has resulted in the restriction or the temporary or permanent withdrawal of services due to a range of factors such as: breaking mandatory rules, abusive and/or dangerous behaviour, failure to meet appointments or mandatory obligations, criminal activity, banning notices etc.  Compliment: Access to services is straightforward, simple, and quick	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Operating hours/access	Facilities, building and/or service operating hours either are or are not suited or aligned with the ability to access or attend.	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Response to request for support/care/assistance	A response to a request for support/care/assistance or service that has either taken an unreasonable/excessive amount of time to respond to, leading to distress or further hardship. Or taken quickly and expediently, leading to a high level of client satisfaction & experience. This includes call bell response time in Aged Care.	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM

<b>Client behaviour</b>	The manner in which clients, tenants, neighbours, community members, participants and beneficiaries respond, and conduct themselves.	
Behaviour	<p>Complaint: Behaviour that interferes with the reasonable peace, comfort and privacy of clients and neighbours. It can include:</p> <ul style="list-style-type: none"> <li>▪ threats and harassment</li> <li>▪ property damage</li> <li>▪ vandalism</li> <li>▪ aggressive and rude</li> <li>▪ nuisance and disturbance</li> <li>▪ nuisance from vehicles (e.g. abandonment)</li> <li>▪ dropping litter and dumping rubbish in public areas</li> <li>▪ alcohol and solvent abuse</li> <li>▪ unkempt gardens (those which attract the dumping of goods, creating eyesores)</li> </ul> <p>Compliment: Behaviour that enhances peace, comfort and privacy of clients and neighbours.</p>	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Personal safety	Providing / not providing adequate locks and their maintenance or other security devices necessary to keep the premises 'reasonably' secure.	<b>Salvos Stores</b> (24H) LM → (48H) SLM
<b>Communication</b>	Providing, receiving or exchanging ideas, information, signals or messages through appropriate media, enabling TSA personnel and clients to effectively communicate with each other.	
Cultural/language	Knowledge or understanding of the culture, background or language leading to either the convenience or difficulties in communication and accessing services.	<b>Salvos Stores</b> (24H) LM
Adequacy of information or communication	Communication or Information was/wasn't available, provided, incorrect, too late or inadequately communicated.	<b>Salvos Stores</b> (24H) LM
<b>Donations</b>	Donations (money or goods) provided to TSA in support of its services and programs to the community.	
Allocations/sorting of donations	<p>Feedback on donations that are or aren't:</p> <ul style="list-style-type: none"> <li>▪ Allocated to the nominated/communicated program or appeal</li> <li>▪ Allocated in full (funds)</li> <li>▪ Adequately accounted for or records kept</li> <li>▪ Sorted and processed for sale</li> <li>▪ Sold to customers/team members from back of house</li> <li>▪ Stealing of physical donations from store</li> </ul>	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Donation experience (in-store and/or home collection)	<p>Feedback relating to in-store or home collections including:</p> <ul style="list-style-type: none"> <li>▪ Timeframe for home collections</li> <li>▪ Items not collected or suitable for donation</li> <li>▪ Home. Collection cancelled or re-scheduled</li> <li>▪ Stores not accepting donations</li> <li>▪ Unclear guidelines on items suitable for donating</li> </ul>	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM

Out of hours donations	Feedback from a member of the public about: <ul style="list-style-type: none"> <li>Items donated to the store whilst closed</li> <li>Volume of items donated when store is closed</li> <li>Donated items damaged and/or not cleaned up in a timely manner</li> </ul>	<b>Salvos Stores</b> (24H) LM
<b>Financial</b>	Financial considerations that impact clients and their experience with TSA.	
Cost or pricing of goods/services	The cost or pricing of goods or services considered to be higher/lower than expectations on the basis that they are either freely donated, subsidised or funded in some manner and meant for those in need.	<b>Salvos Stores</b> (24H) LM
<b>Media, marketing, and fundraising</b>	Complaints / Compliments that relate to TSA's media, marketing and fundraising activities.	
Accurate/honest	Complaint: Allegations of inaccurate or misleading communications (including advertising and donor communications) that have the potential to breach the Advertising Code of Practice. Compliment: Praise / acclaim for accurate and honest communications (including advertising and donor communications)	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Appropriateness	Methods of marketing and/or promotional material that is believed to be wanted or unwanted or appropriate/ inappropriate. Examples may include material that does/doesn't reflect TSA Values, beliefs and culture or where clients consider it to be either, offensive/agreeable, distasteful/tasteful, insulting/complimenting or unsuitable/suitable in some way, or images that don't/do meet required standards.	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Receipting	Praise or Issues with donation receipts including; sent/not sent, quick/untimely issue, correct/incorrect details or receipt type, etc.	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Response time	A complaint or compliment about marketing/fundraising material that has/hasn't been actioned or a response has/hasn't been adequate.	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Wanted/requested	Fundraising and Marketing methods applied, or materials sent to the public or donors that are intrusive/welcome, received incorrectly/correctly, repeated, not required/required or unsolicited/requested (calls, mail, advertising material, emails, texts, entered in the donor data base etc.).	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
<b>Physical environment and maintenances</b>	The physical environment provided to our clients that is safe, comfortable, hospitable, clean and easily accessible by people with disabilities.	
Tidiness/cleanliness/hygiene	The tidiness, cleanliness or hygiene of facilities are not to a standard that can reasonably be expected.	<b>Salvos Stores</b> (8H) LM
Maintenance of property and equipment	Any type of equipment used or provided in our facilities that is either damaged, not working, worn or generally no longer fit for its intended purpose.	<b>Salvos Stores</b> (24H) LM → (48H) SLM
Noise	Complaint: Unwanted sounds that are annoying, distracting or harmful to a person's wellbeing and can be heard in their current environment or in their place of residence. Consider the duration and the time of the day of the noise and whether prior warning has been issued.  Compliment: The absence of noise, a peaceful and serene environment.	<b>Salvos Stores</b> (24H) LM
Physical access to building	TSA buildings, amenities (e.g. toilets, showers, meal areas) and activities ensure people with disability have equal and dignified access to enable them to participate. For example, buildings have access ramps and rails; multi story facilities have lifts or only run programs on ground floors; toilets provide for wheelchair access and include handrails.	<b>Salvos Stores</b> (24H) LM → (48H) SLM

<b>Service delivery</b>	The way we deliver services, products and experiences that are consistent, sustainable and holistic and are centred on meeting the needs of clients, participants, beneficiaries, customers and community members. Within Aged Care this refers to Clinical Care	
Adequacy of staffing levels	Staff levels positively/negatively affect the ability to provide services to meet standards (internal & external) and impacting on staff workload and morale.	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Adequacy of support/care/assistance/service	The standard of support, care, assistance or service provided to the satisfaction and/or expectations of the client, participant, participant or beneficiary. In Aged Care both health care and personal care are included.	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Agreed outcomes	An assertion that the agreed outcomes have/have not been entirely realised. This can include commitments, promises and reasonable expectations based on material and information provided.	<b>Salvos Stores</b> (24H) LM
Availability of staff	Staff availability, presence or attendance affecting the ability (positive/negative) to deliver service to the satisfaction and reasonable expectations of clients, participants, beneficiaries and community members.	<b>Salvos Stores</b> (I) LM
Experience of goods provided	A positive/negative experience with any goods provided, for example: <ul style="list-style-type: none"> <li>▪ Goods/products exceed expectations or are faulty</li> <li>▪ Goods/products are clean or contaminated e.g. bed bugs</li> </ul>	<b>Salvos Stores</b> (24H) LM
Provision of Service/Voucher/Goods	The ability of TSA to provide a service, voucher or goods as advertised or requested. In Aged Care this applies to services not provided within the Resident Agreement.	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Referral to services	Referral to other services has been appropriate/inappropriate in consideration of the individual's circumstances or the referral has been effective/ineffective in addressing needs.	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Response time to requests	A response to a request/s that has been quick and effective or taken an unreasonable/excessive amount of time to respond to.	<b>Salvos Stores</b> (24H) LM
Security of personal property	Complaint: Damage, loss or theft of personal property whilst on TSA premises or whilst in a TSA service. Compliment: Praise regarding security of personal property on TSA premises or whilst in a TSA service	<b>Salvos Stores</b> (I) LM → (I) SLM + LM → (24H) CIMS Manager (VIC only)
Stock availability/product mix	Positive/negative feedback from a customer in relation to the volume and mix of stock available: <ul style="list-style-type: none"> <li>• for sale within stores</li> <li>• for delivery of clinical care e.g. medication, clinical supplies</li> </ul>	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM

<b>TSA personnel conduct</b>	<p>The manner in which TSA personnel, respond, appear and conduct themselves toward clients, community members, participants, beneficiaries and each other, in keeping within the Code of Conduct Policy</p> <p>Dress code and appearance expectations (as per Code of Conduct Standard) applicable to TSA Personnel and Officers to:</p> <ul style="list-style-type: none"> <li>▪ Provide a consistent professional appearance</li> <li>▪ Create a positive and favourable impression</li> <li>▪ Meet health and safety requirements and regulations</li> <li>▪ Meet uniform requirements as applicable</li> </ul>	
Appearance	<p>Appearances of TSA personnel members reflect on TSA services. It sets expectations on what is appropriate, acceptable and fit for purpose. As a general guide, a positive impression is to be conveyed by:</p> <ul style="list-style-type: none"> <li>▪ Looking presentable at all times</li> <li>▪ Wear clothing as appropriate to the role/occasion</li> </ul>	<b>Salvos Stores</b> (24H) LM
Conduct	<p>A single event of unacceptable or esteemed/appreciated behaviour directed towards TSA personnel or clients.</p> <p>This can also include being, insensitive/sensitive, intimidating/friendly, overbearing/supportive, condescending/humble, uncooperative/cooperative, unprofessional/professional, unhelpful/helpful, dishonest/honest, unethical/ethical, uncooperative/cooperative, integrity, display of anger/calm, vulgar/polite or discourteous/courteous behaviour, etc.</p>	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM
Dress code/uniform	<p>Dress codes may apply to TSA personnel in their workplace in order to comply with health, safety and sanitation requirements and regulations. This is of particular relevance to services that involve health including; catering, food handling, sanitation or have working environments that require mandatory wearing of personal protective equipment.</p> <p>All officers are to observe dress standards as set out in the Uniform Policy.</p>	<b>Salvos Stores</b> (24H) LM → (48H) RM/GM