

服務質素標準 15
明愛青少年及社區服務
15.3a 處理服務使用者投訴指引

目的：

- 迅速地回應及跟進投訴，以改善服務。
- 服務使用者可瞭解服務機構處理投訴的程序。

標準：

- 服務單位的職員收到口頭或書面投訴後，須儘快（通常是接獲投訴後兩個工作天內）通知單位主管。
- 單位主管須於接獲投訴人之投訴後五個工作天內聯絡投訴人，作初步口頭回覆。
- 如屬書面投訴，單位主管須於接獲投訴人之投訴後十四個工作天內作出書面回覆。
- 接獲投訴的職員或單位主管於接獲投訴人之投訴後十四個工作天內填寫「服務意見書／申訴記錄表」交單位主管或服務總主任。

使用表格：

- 服務意見書／申訴記錄表（見附件一）

程序：

- 服務單位的職員接獲服務使用者的投訴，應保持有禮、溫和態度，細心聆聽投訴人要求及感受。
- 如投訴人願意，留下其聯絡方法，以便跟進事件及回覆。
- 對投訴人關心本機構的服務，提出意見，表達謝意。
- 在可能情況下，接獲投訴的職員／單位主管應告知投訴人將會進行的跟進工作及何時再作回覆。
- 服務單位的職員在接獲投訴後，須於十四個工作天之內填寫「服務意見書／申訴記錄表」列明跟進行動，總結跟進過程及結果並呈交單位主管審閱。
- 有關投訴如涉及部門職員，「服務意見書／申訴記錄表」之副本須放於職員之個人檔案內，以作紀錄。
- 服務使用者如對投訴處理不滿可向本機構服務總主任提出。

檢討： 本指引最少三年檢討一次

更新日期： 2016年5月19日

Caritas Youth and Community Service
Service Quality Standards 15
Guidelines for Processing Complaint from Service Users

Mission:

- To speedily feedback and follow-up complaints for improving services.
- To clearly make known to service users of procedure in handling complaints by Service Unit.

Standards:

- Upon receipt of verbal or written complaint (normally within 2 working days), staff of service unit needs to report such cases to Centre Supervisor respectively.
- Centre Supervisor needs to approach complainant and provide him/her with verbal reply within five working days from the date of receiving complaint.
- If complaint is in written manner, Centre Supervisor has to reciprocally respond it to complainant in writing within 14 working days from that date of his/her receiving complaint.
- Staff of Service Unit has to complete a “Suggestion/Record of Complaint” form and submit it to Centre Supervisor or Service Head within 14 working days from the date of receiving complaint.

Form to be used:

- “Suggestion/Record of Complaint” (see appendix I)

Procedures

- Staff of service unit must patiently and politely listen to complainant’s requests and feelings.
- For convenience of any subsequent follow-up and response, complainant may opt to leave his/her contact number/address.

- Suggestions/comments from complainant on services of Caritas – Hong Kong must be respected and appreciated.
- Under a foreseeable situation, staff/Centre Supervisor may inform complainant of the progress of his/her case with a predicted date of detailed response.
- Upon receipt of complaint, staff of service unit must complete a “Suggestion/Record of Complaint” with full details (including follow-up action and final result) and submit it to Centre Supervisor for review within 14 working days from the date of acknowledging complaint.
- Should complaint be involved in staff of service unit, a copy of “Suggestion/Record of Complaint” must be kept in his/her personal file for records.
- Should there be any dissatisfaction of finding and/or result of complaint case, complainant may appeal to Service Head.

Review : This policy to be reviewed once every three years
Date of Review : 19 May 2016

CONFIDENTIAL

Date of Acknowledgement: _____ Ref. No.: _____

Caritas Youth and Community Service_____
(Service Unit)**Suggestion(s)/Record of Complaint**

Service user is welcome to submit appreciation, suggestion and/or complaint to Caritas – Hong Kong concerning its services. Details of such submissions are merely to be used for its appropriate issues and are treated as confidential document.

Details of Suggestions:

(Additional paper allowed)

Personal Data

Name: _____ Date: _____

Contact: _____

- 1) Please fill in personal data for follow-up purpose.
- 2) Upon completion of this form, please fold and place it into "Suggestion Box" or hand it to staff of the service unit.
- 3) If it is a complaint, service unit needs to submit this form to Centre Supervisor within 2 working days. Either one of them will arrange to interview complainant within 5 working days with intention of responding result or finding to complainant within 14 working days.
- 4) Suggestions other than complaint will be discussed and followed up at Service Unit's internal conference.

For Official Use of Service Unit

Ref. No.: _____

Name of Responsible Staff: _____ Date: _____

Date of Acknowledgement by Centre Supervisor: _____

Signature of Centre Supervisor: _____

Follow-up Action:

Re: Appraisal

With reference to your letter dated _____, we write to thank you for showing appreciation to our work.

We are glad that there is a good relationship between you and our staff. Your positive comments and appraisal really have great encouragement on our staff. Enclosed herewith for your perusal please find a Caritas booklet introducing our services.

Thank you for your attention and we look forward to your continuous support.

答謝信

閣下_____月_____日來信收悉。

閣下對我們工作的認同及讚許，實使有關同工感到莫大的鼓舞。閣下給予的支持，我們深表謝意。隨函附上介紹明愛服務的書冊乙本，供閣下參閱。

檢討： 本文件最少三年檢討一次

檢討日期： 2016年5月19日