

Dealing With Customer Complaints Risk Assessment

Business Name:	ABN:	
Business Address:		
Contact Person:	Phone:	Email:

THIS RISK ASSESSMENT IS APPROVED BY THE PCBU ON THIS PROJECT

Under the Work Health and Safety Regulation (WHS Regulation), a person conducting a business or undertaking (PCBU) is required to ensure that a RISK ASSESSMENT is prepared before the proposed work starts.

Full Name:		
Signature:	Title:	Date:

CLIENT OR PRINCIPAL CONTRACTOR DETAILS

Client:	SCOPE OF WORKS
Project Name:	
Project Address:	
Project Manager:	
Contact Phone:	
Date Risk Assessment supplied to Project Manager:	

RISK MATRIX									
LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE	ACTION	HIERARCHY OF CONTROLS	
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE			Elimination Remove the hazard.	
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED	Substitution Replace the hazard.	
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review before work starts.	Isolation Isolate People from the hazard	
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.	Engineering Isolate the hazard	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	Monitor and keep records.	Administrative Change	
								PPE	
Risk Rating & Required Action:								Notes on Hierarchy of Controls:	
4A		Stop work. The risk is intolerable. Eliminate the hazard or redesign the activity before proceeding. A Safe Work Method Statement (SWMS) or higher-level authorisation is required.						Remember to apply controls in the preferred order shown by the coloured pyramid:	
3H		Review and approve additional controls before task starts. Senior supervisor sign-off needed.						1. Eliminate	
2M		Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.						2. Substitute	
1L		Proceed, following standard operating procedures. Monitor and keep records.						3. Isolate	
								4. Engineering	
								5. Administrative	
								6. PPE	
Consequence Scale:								Always document why a lower-order control is accepted if elimination or substitution is not reasonably practicable.	
Consequence	People (injury/illness)		Project / Assets		Compliance / Reputation				
Catastrophic	Fatality or permanent total disability		project shutdown		Significant regulator intervention; criminal prosecution				
Major	Serious injury/illness (hospital > 5 days)		critical delay		Improvement notice; major media coverage				
Moderate	Medical-treatment injury; lost-time > 1 day		moderate delay		Minor breach; adverse client comment				
Minor	First-aid only, no lost time		negligible delay		Isolated non-conformance				
Insignificant	No injury		no schedule impact		Deviation caught and corrected on site				
								<i>aligned with Safe Work Australia's Managing the risk of fatigue at work (2023) and ISO 45001:2018 clauses 6–8.</i>	

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
1. Preparation	Incomplete information, Lack of customer awareness	3H	<ul style="list-style-type: none"> - Gather all necessary information before interaction - Ensure a private space is available for discussions - Train personnel in active listening skills - Have a checklist for essential data collection - Schedule meetings at mutually convenient times to minimise wait - Use clear signage to direct customers - Have brochures available with common complaint resolutions - Ensure all digital devices are adequately charged and functioning - Maintain a record-keeping system - Develop a standard procedure for handling initial complaints 	2M
2. Receiving Complaints	Emotional distress, Aggressive behaviour	4H	<ul style="list-style-type: none"> - Provide de-escalation training to staff - Implement a clear complaint handling policy - Have security personnel on-site - Limit the interaction duration to avoid escalation - Install surveillance cameras in public areas - Ensure a clear exit route for both staff and customer - Provide staff with a duress alarm - Establish a clear code of conduct - Offer immediate support if required - Use non-threatening body language cues 	3H
3. Evaluating Complaints	Bias, Miscommunication	3H	<ul style="list-style-type: none"> - Use objective criteria for evaluation - Conduct evaluation in pairs or groups to reduce bias - Provide ongoing staff training in communication - Contextualise customer language and emotion - Encourage open queries during evaluation - Use standardised forms for evaluations - Document all evaluations adequately - Conduct regular reviews of past evaluations to identify inconsistencies 	2M

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			<ul style="list-style-type: none"> - Prioritise complaints according to severity and impact - Foster a feedback culture to improve practices 	
4. Investigating Complaints	Inadequate data collection, Privacy breaches	3H	<ul style="list-style-type: none"> - Implement a structured data collection process with clear guidelines and training for staff. - Ensure all data collection is transparent and complies with relevant privacy laws. - Conduct regular audits of data collection processes to identify and address any gaps or breaches. - Implement robust security measures to protect collected data from unauthorized access or loss. - Provide clear information to complainants about how their data will be used and stored. - Establish a process for promptly addressing any identified privacy breaches. - Regularly update data collection methods to reflect best practices and technological advancements. - Ensure staff are trained on data protection principles and the importance of accurate data collection. - Implement a system for tracking and reporting data collection activities. - Conduct regular reviews of data collection processes to ensure they remain effective and compliant. 	2M
5. Implementing Solutions	Inadequate resource allocation, Resistance from staff	3H	<ul style="list-style-type: none"> - Conduct a thorough assessment of current resource allocation and identify areas for improvement. - Develop a clear plan for reallocating resources to address identified needs. - Communicate the plan and its benefits to staff to gain their support and buy-in. - Provide training and support to staff to ensure they are equipped to implement the new solutions. - Monitor the implementation process closely and make adjustments as needed. - Establish a system for gathering feedback from staff and complainants to inform ongoing improvements. - Allocate dedicated resources to support the implementation of solutions. - Implement a system for tracking and reporting the progress of solution implementation. - Conduct regular reviews of the implementation process to ensure it remains effective and compliant. - Address any resistance from staff through open communication and problem-solving. 	2M
6. Communicating Resolutions	Misunderstanding, Insufficient follow-up	3H	<ul style="list-style-type: none"> - Develop clear and concise communication templates for resolving complaints. - Ensure all communication is transparent and provides a clear explanation of the resolution process. - Implement a system for tracking and reporting the progress of resolution communication. - Conduct regular reviews of the communication process to identify and address any gaps or misunderstandings. - Provide training and support to staff to ensure they are equipped to communicate resolutions effectively. - Establish a system for gathering feedback from complainants to inform ongoing improvements. - Allocate dedicated resources to support the communication of resolutions. - Implement a system for tracking and reporting the progress of resolution communication. - Conduct regular reviews of the communication process to ensure it remains effective and compliant. - Address any misunderstandings through open communication and problem-solving. - Ensure sufficient follow-up is provided to complainants to ensure their concerns are fully addressed. 	1L

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7. Reviewing Processes	Overlooking improvements, Complacency over time	2M		1L
8. Training for Process Improvements	Inadequate training, Lack of training	3H		2M
9. Updating Procedures	Outdated technology, Resistance to change	3H		2M

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10. Closing the Complaints Loop	Loss of data, Failure to resolve underlying issues	3H		1L
11. Documentation	Incomplete records, Lack of access control	2M		1L
12. Resource Planning	Insufficient resources, Misallocation	3H		2M

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13. Customer Feedback Mechanisms	Misinterpretation of feedback, Low response rates	2M		1L
14. Emergency Preparedness	Unplanned events, Communication breakdowns	4A		2M
15. Reporting Mechanisms	Lack of transparency, Delayed reporting	3H		1L

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SAMPLE

EMERGENCY RESPONSE – CALL 000 FOR EMERGENCIES

Ensure to have an Emergency Management Plan in place as well as adequate numbers of trained first aid staff with easy access to fully stocked first aid kits, rescue equipment, material safety data sheets, adequate access to emergency communication equipment and fire-fighting equipment suitable for all classes of fire and ignition sources.

LEGISLATIVE REFERENCES

RELEVANT LEGISLATION AND CODES OF PRACTICE. DELETE THE LEGISLATIVE REFERENCES IF ANY STATE THAT ARE NOT APPLICABLE

Queensland & Australian Capital Territory

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

Legislation QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws>

Codes of Practice QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice>

Legislation ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/acts-and-regulations>

Codes of Practice ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice>

Victoria

Occupational Health and Safety Act 2004

Occupational Health and Safety Regulations 2017

Legislation VIC: <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>

Codes of Practice VIC: <https://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice>

New South Wales

Work Health and Safety Act 2011

Work Health and Safety Regulations 2017

Legislation NSW: <https://www.safework.nsw.gov.au/legal-obligations/legislation>

Codes of Practice NSW: <https://www.safework.nsw.gov.au/resource-library/list-codes-of-practice>

Western Australia

Work Health and Safety Act 2020

Work Health and Safety Regulations 2022

Legislation Western Australia: <https://www.commerce.wa.gov.au/worksafe/legislation>

Codes of Practice WA: <https://www.commerce.wa.gov.au/worksafe/codes-practice>

Northern Territory

Work Health and Safety (National Uniform Legislation) Act 2011

Work Health and Safety (National Uniform Legislation) Regulations 2011

Legislation NT: <https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws>

Codes of Practice NT: <https://worksafe.nt.gov.au/laws-and-compliance/codes-of-practice>

Safe Work Australia Links

Law and Regulation (All States): <https://www.safeworkaustralia.gov.au/law-and-regulation>

Model Codes of Practice: <https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice>

Model Codes of Practice

- Managing noise and preventing hearing loss at work
- Confined spaces
- Labelling of workplace hazardous chemicals
- Managing risks of hazardous chemicals in the workplace
- Welding processes
- First aid in the workplace
- Managing the risk of falls at workplaces
- Hazardous manual tasks
- Managing the risk of falls in housing construction
- Managing electrical risks in the workplace
- Demolition work
- Excavation work
- Work health and safety consultation, cooperation and coordination
- Managing the work environment and facilities
- How to manage work health and safety risks
- Managing risks of plant in the workplace
- Construction work

South Australia

Work Health and Safety Act 2012 (SA)

Work Health and Safety Regulations 2012 (SA)

Legislation for SA: <https://www.safework.sa.gov.au/resources/legislation>

Codes of Practice for SA: <https://www.safework.sa.gov.au/workplaces/codes-of-practice#COPs>

Tasmania

Work Health and Safety Act 2012

Work Health and Safety (Transitional and Consequential Provisions) Act 2012

Work Health and Safety Regulations 2012

Work Health and Safety (Transitional) Regulations 2012

Legislation for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations>

Codes of Practice for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice>

Details of permits, licenses or access required by regulatory bodies (add or delete as required):

- Permits from local council
- Authorisation to commence work
- Any required documents.