

TSANZ Complaints Handbook

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1. Introduction

- a) This Handbook sets out how complaints are to be dealt with by the Telecare Services Association of New Zealand (TSANZ). The process TSANZ adopts should be used as guidance by its members when setting internal complaints processes and procedures.
- b) The TSANZ Complaint Handbook is based on the Australian/New Zealand Standard AS/NZ 10002:2014. Guidelines for complaint management in organisations.
- c) Our aim is to:
 - i. provide a Complainant with access to an open and responsive complaints process;
 - ii. enhance the ability to manage complaints in a consistent, systematic and responsive manner;
 - iii. enhance our ability to identify trends and eliminate causes of complaints and improve the sectors operational effectiveness;
 - iv. encourage and support staff to improve their skills in complaint management;
 - v. provide a basis for the ongoing review and analysis of the complaint management system, resolution of complaints, and process improvements made; and
 - vi. reduce the likelihood of complaints developing into ongoing disputes.
 - vii. Members may wish to use the complaint management system in conjunction with their own customer satisfaction codes of conduct and external dispute resolution processes.

2. Complaints Policy

- a) Telecare Services Association of New Zealand Incorporated (TSANZ) is committed to resolving Concerns and Complaints made about the service provided by its members.
- b) Complaints will be approached using the principles of natural justice and an impartial and consistent approach will be used to ensure parity and uniformity in complaint resolution.

3. Adherence to Codes

- a) TSANZ members, their employees, agents, subcontractors or other Representatives are bound to the rules prescribed by the TSANZ board. All aspects of service delivery will meet the minimum standards as set in:
 - i. Code of Professional Responsibility
 - ii. PERS Part 1 – Personal Emergency Response System – Part 1 – Alarm Equipment Provider Technical and Operational Requirements
 - iii. PERS Part 2 – Personal Emergency Response System – Part 2 – Alarm Service Provider Requirements; and
 - iv. any other referenced codes and standards specified.
 - v. Members are required to demonstrate by independent 3rd party audit they meet minimum standards of TSANZ.

4. Right to Know and Respond

- a) Every TSANZ member who has a complaint made against them has the right to:
 - i. be fully informed of the nature of the complaint
 - ii. respond to the complaint in a reasonable time frame
 - iii. be represented
 - iv. be provided in writing with all TSANZ decisions and the reasons for them

5. Lack of Bias

- a) Every person involved in the process leading to a TSANZ decision will be seen to be independent and impartial. Every investigator will be required to sign a declaration to this effect.
- b) An investigator will not:
 - i. favour a particular position, nor appear to favour a particular position
 - ii. have a material connection with either the Complainant or the Respondent,
 - iii. have a personal interest in the outcome
 - iv. be appointed if they have a material conflict of interest
- c) Each investigator is required to withdraw if during the course of their investigation they become aware of a conflict of interest.
- d) The investigator's role is to decide upon a course of action only after having considered all of the relevant facts. Investigators should not begin the decision process with pre-determined opinions on the matter in question.
- e) It is important that both the Complainant and the Respondent are:
 - i. able to provide their own account of the circumstances of the matter
 - ii. able to challenge the other party's account
 - iii. notified of the nature and scope of the decision being made

6. Reasons for Decisions

- a) Both the Complainant and the Respondent are provided with:
 - i. the decision and reasons for this outcome
 - ii. the grounds upon which the decision has been made,
 - iii. appeal options

7. Confidentiality

- a) For the public to have confidence in the processes of the TSANZ Complaints Process, it is essential that the information that comes to members of the Board, its employees and any other person it authorises to work on its behalf is kept confidential to the parties involved.

8. Client to be Advised

- a) TSANZ members are provided with an electronic version of the TSANZ Consumer Complaints Brochure which can be co-branded with company information and the TSANZ Member Logo.
- b) This document must be left with every medical alarm monitoring Client at installation and at any subsequent on-site visit.

9. Complaints Process

- a) TSANZ has an internal process for administering its complaints policy. Where possible, members should mirror as appropriate to the administration of the TSANZ members complaints process.
- b) The complaints procedures have been developed in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 Guidelines for Complaint Management in Organizations.

10. Members Obligations

- a) A key component of the TSANZ complaints process is to ensure that each member has a clearly identified complaints policy and their medical alarm monitoring Clients are aware of the complaints process.
- b) Staff members, contractors and agents of TSANZ members must be cognisant of the company's complaints process.
- c) TSANZ recommends that members disseminate information the complaints policy via the following channels:
 - i. Website content
 - ii. Call centre voice scripts
 - iii. Installation/periodic onsite service guide
 - iv. Client marketing brochures

11. Complaints Officer

- a) The TSANZ Board will appoint one or more persons to act as a Complaints Officer
- b) The Complaints Officer will not be a TSANZ member and must not have a conflict of interest in any of the cases assigned to them.
- c) The Complaints Officer will give all reasonable assistance to enable a person who decides he or she wishes to complain.
- d) The Complaints Officer will hold a register of enquiries and complaints and will report to the Board on the nature and volume of enquiries handled.

12. Complaints about TSANZ Members

- a) When a TSANZ member receives an issue, Concern or Complaint, that member will attempt to remedy the situation by negotiating with the Complainant.
- b) Where no remedy can be achieved, or the Complainant wishes the matter to be considered by TSANZ, the TSANZ Complaints Officer will ascertain if there are grounds for making a complaint and assist the Client in writing to the board in the manner required.
- c) All written complaints will be responded to within the timeframes set out in this policy.
- d) Once a written complaint is received, every step in the decision making process and every person making decisions will be bound by the rules of natural justice.
- e) As a general rule, natural justice is the idea that a decision will be made fairly. The following principles underpin the decision-making processes to be used by TSANZ in dealing with complaints.

- f) To assist the investigation by TSANZ, Complainants are requested to complete a Complaint Form to collect the following required information:
 - i. the Complainant's name & contact details.
 - ii. the name of the people involved from the TSANZ Member company.
 - iii. an outline of the nature of the complaint.
 - iv. the provision of the Code of Professional Responsibility and any referenced codes and standards specified therein breached.
- g) Complaints will relate to one or more of the following:
 - i. breached the Code of Professional Responsibility and/or the referenced codes and standards it specifies.
 - ii. breached PERS Part 1 – Personal Emergency Response System – Part 1 – Alarm Equipment Provider Technical and Operational Requirements and/or the referenced codes and standards it specifies.
 - iii. breached PERS Part 2 – Personal Emergency Response System – Part 2 – Alarm Service Provider Requirements and/or the referenced codes and standards it specifies.
 - iv. practised in a negligent or incompetent manner.
 - v. criminal convictions that reflect adversely on the TSANZ member or its Representatives' fitness to carry out work.
 - vi. made false or misleading representations for the purpose of obtaining TSANZ membership.
- h) Complaints must be lodged within 12 months of any alleged incident.
- i) TSANZ may inquire into any matter on its own volition if it has any reasonable grounds to suspect that the conduct of a TSANZ member may come within the grounds for discipline:
 - vii. TSANZ may treat the matter as if it were a complaint.
 - viii. TSANZ may continue to inquire into a matter even if a complaint is subsequently withdrawn.
- j) If the complaint is upheld, TSANZ will require the Respondent to pay all costs associated with the investigation of the complaint.

13. Considering the Complaint

- a) The Complaints Officer will make a decision whether to proceed to an investigation or dismiss the complaint. The Complaints Officer does this by:
 - i. providing reasonable assistance to the Complainant to document their complaint in the manner required by the TSANZ Board.
 - ii. notifying the TSANZ member involved; providing a copy of the letter from the Complainant and asking for an initial response to the matters raised.
 - iii. carrying out the initial investigation of the complaint.
 - iv. making a recommendation to the Board that the complaint proceed or be dismissed.

14. Grounds for Dismissal of Complaints

- a) A complaint will not be referred to an investigating committee or a Disciplinary Committee when:
 - i. there are no applicable grounds for the complaint.
 - ii. the complaint is trivial, frivolous, vexatious or not made in good faith.

- iii. the Complainant does not have sufficient personal interest in the matter.
- iv. the complaint is outside the agreed timeframes.
- b) If the Complainant is not satisfied with the decision of the Complaints Officer, they may appeal that decision to the Board within 20 days of the decision being made.

15. Investigating Committee

- a) The Board will:
 - i. establish a list of suitable persons from which an investigating committee can be formed.
 - ii. determine the criteria and qualifications required of persons on the list.
- b) An investigating committee comprises:
 - i. a chairperson, and
 - ii. at least two other persons including one industry representative and one person nominated by the MSD
- c) No member on the investigating committee can have a conflict of interest on the case.
- d) An investigating committee may:
 - i. appoint a person to make further inquiries (other than the Complaints Officer).
 - ii. request the business or person complained about to provide the committee, within a specified period of at least 20 working days, any documents, items or information that is relevant to the investigation.
 - iii. copy documents provided as part of the complaint investigation.
 - iv. receive any other relevant evidence.
 - v. engage legal counsel for advice on matters of law, procedure and evidence.
- e) The chair of the investigating committee may seek to verify the information provided in the complaint by a statutory declaration from the Complainant.
- f) The investigating committee writes to the TSANZ member notifying that the complaint is now being investigated and requesting any documents, items or further information required to make a decision, whether to refer the matter to a Disciplinary Committee or to dismiss the Complaint.
- g) An investigating committee may explore alternative dispute resolution for complaints prior to making a recommendation to the Board. The investigating committee can explore with the Complainant and the person complained about the possibility of the complaint being referred to:
 - i. mediation.
 - ii. arbitration.
 - iii. or another dispute resolution process.
- h) If the complaint is unable to be resolved within 60 working days of being referred, the investigating committee will make its recommendation to the Board.
- i) An investigating committee will make recommendation to the Board, within 20 days after completing the investigation, into a complaint or inquiry to:
 - i. refer the matter to a disciplinary committee.
 - ii. recommend that no further action be taken because the matter has been resolved to the satisfaction of all parties, or

- iii. dismiss the matter because here are no applicable grounds for the complaint.

16. Investigating Committee Reports to the Board

- a) The Board reviews the recommendation from the investigating committee and it may seek further information from the committee if required.
- b) The Board may delay its recommendation until the outcome is known of any other legal proceedings that may affect its findings.
- c) If the Board is not unanimous, the decision of the majority is the decision of the Board.
- d) The Board will accept or reject the decision of the investigating committee and will notify the Complainant and Respondent in writing with reasons for its decision.
- e) If the Board deems it appropriate, it will refer the matter to a disciplinary committee.
- f) If the Complainant is not satisfied with the recommendation of the Investigating Committee, they may appeal that decision to the Board within 20 days of the decision being made.

17. When a Complaint is Upheld

- a) If the Board accepts the decision of the Investigation Committee against one of its members it will establish a Disciplinary Committee to decide on a possible sanction against the member concerned.

18. Disciplinary Committee

- a) The Board will:
 - i. determine the criteria and qualifications required of persons on the list.
 - ii. establish a list of suitable persons from which a Disciplinary Committee can be formed.
- b) A Disciplinary Committee will comprise of:
 - i. a chairperson from the list
 - ii. one other person from a list of persons established by the Board.
 - iii. at least one person who is a member of the TSANZ Board.
- c) The Board may appoint a further 2 persons to a Disciplinary Committee if it considers it appropriate or necessary in the circumstances.
- d) No member of the investigating committee shall be a member of the disciplinary committee.
- e) No member on the Disciplinary Committee can have a conflict of interest on the case or classes of cases.
- f) A Disciplinary Committee will:
 - i. review the matter within 10 days of receiving the report from the investigating committee.
 - ii. consider the sanctions and penalties appropriate for disciplining the TSANZ member.
 - iii. make recommendations to the Board about any penalty to be imposed.
- g) The Respondent has the right to be heard and represented at a hearing.

- h) Before making a decision whether there are grounds for disciplining the TSANZ member, the Disciplinary Committee will:
 - i. advise the Complainant that they will be considering appropriate sanctions or penalties to be imposed.
- i) A Disciplinary Committee may:
 - i. engage counsel, who may be present at a hearing of the committee, to advise the committee on matters of law, procedure and evidence.
- j) The Disciplinary Committee will is required to make its decision on a complaint within 10 days of receiving the report from the investigating committee unless it needs to delay the decision until the outcome is known of any other legal proceedings that may affect its findings.
- k) The decision will be made by a majority of the Disciplinary Committee members.
- l) The Disciplinary Committee will detail its decision to the TSANZ Board in a recommendation with respect to any penalty to be imposed.

19. Disciplinary Committee Reports to the Board

- a) The Board on receiving the recommendations from a Disciplinary Committee will:
 - i. decide to confirm the recommendations, or
 - ii. decide to vary a recommendation of the disciplinary committee.
- b) The Board may only vary a recommendation of a Disciplinary Committee if first:
 - i. the Board requires the Disciplinary Committee to reconsider the recommendation for the reasons given by the Board.
 - ii. the Disciplinary Committee reconsiders the recommendation, carries out any further steps and reports back on whether or not the recommendation should be amended.
 - iii. the Board considers the reconsidered recommendation.
- c) The Board will notify and implement the decision by notifying the Complainant and the person complained about of:
 - i. the disciplinary committee's recommendation.
 - ii. the Board's decision.
 - iii. the reasons for the recommendation and decision.
 - iv. their rights of appeal.
- d) The Board will implement its action within 20 working days after notifying the Complainant of the Board's decision.

20. Penalties

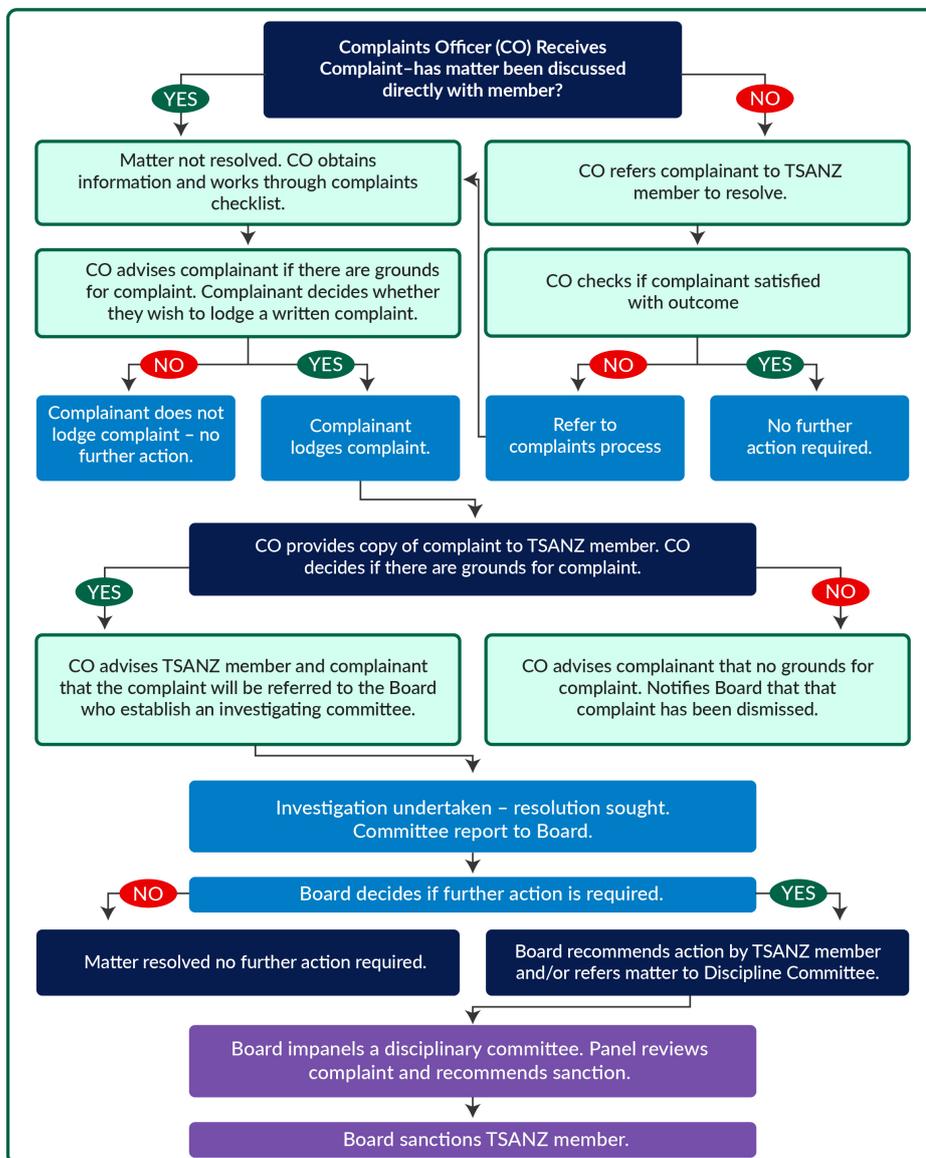
- a) The following penalties will be imposed by the Board:
 - i. If the complaint is upheld, TSANZ will require the Respondent to pay all costs associated with the investigation of the complaint.
- b) The following penalties may be imposed by the Board:
 - i. require the company undertake specified training
 - ii. be subjected to additional 3rd party audits within specified periods.
 - iii. order that the person be censured.
 - iv. cancel or suspend a company's membership.
- c) In addition to notifying the action taken by the Board in the register, the Board:

- i. will notify the MSD of the actions and the reasons for it, and
- ii. may publicly notify the action in any other way it thinks fit.

21. Right of Appeal

- a) A person or organisation may appeal to the Board against any decision of the Disciplinary Committee.
- b) Any appeal must be brought to the Board and be lodged within 10 working days after notice of the decision of the Discipline Committee.

22. TSANZ Complaints Process - Flowchart



23. How does the Complaints Officer receive the Complaint?

- a) By web enquiry, using the feedback form. The secretariat checks the contact@tsanz.org.nz email daily.
- b) By phone (04 473 9547) by Complainant or interested party following the brochure or website instruction.
- c) By mail to Post Office Box 9893, Marion Square, Wellington 6011.
- d) The Complaints Officer records details on a form which allows free form recording of the complaint's words to document the complaint.

24. How is the Complaint evaluated?

- a) The Complaints Officer completes the checklist Reference Material Section and details the clauses of the Code of Professional Responsibility and PERS Part 1 & Part 2 that are relevant.
- b) Perceived breaches are noted by recording a "YES" to the appropriate checklist lines.

25. How is the Complaint is acknowledged?

- a) The Complaints Officer responds to the Complainant. They acknowledge the complaint has been received and ask if they can refer the complaint to the member company they have complained about.
- b) If the Complainant approves, the complaint is then referred to the TSANZ member for their response.

26. How is the TSANZ Member Complained about communicated with?

- a) The Complaints Officer writes to the nominated person of the TSANZ Member advising that a complaint has been received, indicating the perceived breaches of the Code of Professional Responsibility and PERS Part 1 & Part 2.
- b) The TSANZ Complaints Flowchart is appended to this Notice, it explains the steps in the TSANZ Secretariat's progressing of the complaint.
- c) In the first instance, the Complaints Officer will facilitate dialogue between the Complainant and the TSANZ member in an effort to resolve the complaint to the satisfaction of the Complainant.
- d) The TSANZ Member is provided with (time) to respond.

27. Response received by TSANZ

- a) Depending on that response the Complaints Officer will follow the decision points on the TSANZ Complaints Flowchart.
- b) It is the preference of TSANZ to have a negotiated outcome whereby the Complainant and the relevant TSANZ Member arrive at an acceptable solution which satisfies the Complainant.

28. What happens next?

- a) Each complaint is managed determined on the circumstances. In the worst case the Complaints Officer will be responsible for forming a Complaints Committee from other Board Members and stakeholders (in the past an MSD

representative has been used). This procedure is described in the TSANZ Disciplinary Policy. The decision of that Committee will be based on the recommended sanctions determined appropriate.

29. Complaint Sanctions/Discipline

- a) Potential discipline arrangements include but are not limited to:
 - i. Pay for complaint process¹
 - ii. Sanction by peers
 - iii. Apology to Client - format to be approved by Board
 - iv. Board initiated Audit to establish if process are appropriate, followed by training, then re audit
 - v. Training of:
 - Managing Director and/or Board
 - Chief Executive
 - Staff
 - vi. Training in:
 - Customer Relations
 - Ethics
 - Sales/Marketing

30. Standard elements of Complaints communication

- a) Every complaint needs to be treated separately. The following elements should be included in the complaint file.

31. Filing Protocols

Complainant's Name: [Insert First & Second Name]

Filing Protocol #001 has 3 elements where

is the month and year the complaint is received (01/19)

is the First three letters of the Complainants last name SMI

starting with 001 correspondence is sequentially numbered. 001

- a. Example: 01/19.SMI.001

¹ If the complaint is upheld the member is required to pay all the TSANZ costs associated with the management of the complaint process.

32. Communication Forms and Checklists

The following outlines the various types of communication that can be expected, the information required and any sample documentation in support of this communication.

Correspondence	Details
Contact Sheet	Contains Name, Physical/email Address & Phone numbers for Complainant, Complainant's Support person/authorized representative & TSANZ member complained against (<i>Coversheet</i>)
TSANZ Complaint Form	Complainant's details, TSANZ member complained against & Summary of the Complaint (<i>TSANZ Complaint Form</i>)
TSANZ Receipt of Complaint letter to Complainant	Letter to Complainant - sets out the Summary of the Complaint and confirms that TSANZ has commenced investigation (<i>Coversheet</i>)
TSANZ's advice to TSANZ member complained against	Letter to TSANZ member complained against - sets out the Summary of the Complaint and confirms that TSANZ has commenced investigation and identifies alleged breaches of the Code or PERS Specification. (<i>TSANZ Complaint Member Notice</i>)
TSANZ member complained against response	Record of TSANZ member complained against response being email, letter or CO's file note of phone conversation.
Complainant accepts details of TSANZ's Receipt of Complaint	Record Complainant's acceptance would be by letter/email or by file note of phone call with Complainant and/or Complainant's Support person/authorized representative.
TSANZ's Disciplinary Committee established - advice to TSANZ member complained against	Letter to TSANZ member complained against provided with the names of those committee members who will review the complaint and the specific breaches of the Code or PERS Specification which are under consideration.
TSANZ's Disciplinary Committee record of Decision or enquiry	Record of the meeting and sanctions applied.
TSANZ's "Sanctions" advice to TSANZ member complained against	Format of letter to be agreed with the Committee.

COMPLAINTS FILE COVER SHEET

COMPLAINANT'S FILE	(Insert Complainant's Name)	File Ref:	
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COMPLAINANT'S DETAILS

First Name	
Last Name	
Address	
City, Postcode	
Phone	
Email	

COMPLAINANT'S SUPPORT PERSON

Support Person(s)	
Relationship	
Contact Details	

COMPLAINED AGAINST COMPANY

Company Name	
Nominated Contact	
Contact Details	

AGENTS (if any)

Company Name	
Nominated Contact	
Contact Details	

OTHER PERSONS - WITNESS etc

Support Person(s)	
Relationship	
Contact Details	

Complaint Summary

COMPLAINANT'S FILE	(Insert Complainant's Name)	File Ref:	
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COMPLAINANT'S DETAILS

First Name	
Last Name	
Address	
City, Postcode	
Phone	
Email	

The TSANZ Member company or Individual being complaining against:	
Phone Call or Interview Date & Time	
<p>Record of phone complaint received: Use the actual conversation sequence and accurately record the complainant's words</p> <p>Include:</p> <ul style="list-style-type: none"> - date(s) - the breaches as described by the complainant - TSANZ Code of Professional Responsibility - TSANZ Specification PERS Part1 & Part2 any other relevant information. 	

Complaints Officer Signature: Date:

Complaints Officer Name (please print).....

Complaint Checklist

CODE OF PROFESSIONAL RESPONSIBILITY		Breached YES/No	Notes
	<u>Values and Principles</u>		
<u>INTEGRITY</u>			
a.	<u>Act fairly</u>		
b.	<u>Health & Disability Consumers Rights</u>		
c.	<u>Misrepresentation</u>		
<u>ETHICS</u>			
a.	<u>Honest conduct</u>		
b.	<u>False claims</u>		
c.	<u>Ethical Training</u>		
d.	<u>Compete unfairly</u>		
e.	<u>Doing Client's Government forms</u>		
f.	<u>Promptly correct information</u>		
g.	<u>Hard Sell</u>		
h.	<u>Offering inducements</u>		
i.	<u>Respect cultural values</u>		
<u>DUTY OF CARE</u>			
a.	<u>Client Health & Safety</u>		
b.	<u>Competence - qualifications</u>		
c.	<u>Fully inform clients-capabilities, fees</u>		
d.	<u>Have a Third-party present</u>		
<u>ENVIRONMENTAL CARE</u>			
a.	<u>Environmentally responsible Work Practices</u>		
<u>COOPERATION</u>			

a.	<u>Not injure professional reputations</u>		
<u>CONFLICT OF INTEREST</u>			
a.	<u>Avoid conflicts of interest</u>		
<u>PRIVACY</u>			
a.	<u>Protect Client personal information</u>		
b.	<u>Sales use of family & friends</u>		
<u>DISCRIMINATION</u>			
a.	<u>Discrimination - race, colour, religion...</u>		
<u>INSURANCE</u>			
a.	<u>Public Liability Insurance \$5m</u>		
b.	<u>Products Liability Insurance \$5m</u>		
c.	<u>Statutory Liability Insurance \$5m</u>		
d.	<u>Include suppliers and subcontractors</u>		
e.	<u>Written proof of Insurance covers</u>		
<u>TSANZ APPROVED SUPPLIER STATUS</u>			
a.	<u>TSANZ membership not transferrable</u>		
b.	<u>TSANZ member sold or merges</u>		
c.	<u>Change of ownership-TSANZ advised</u>		
d.	<u>New owner – 3-month accreditation rules</u>		
<u>SALES AND TELEMARKETING</u>			

a.	<u>Fair Trading Act 1986</u>		
b.	<u>Client Guarantees Act 1993</u>		
c.	<u>Human Rights Act 1993</u>		
d.	<u>The Privacy Act 1993</u>		
e.	<u>Cold Calling</u>		
f.	<u>False claims</u>		
g.	<u>Fully documented training program</u>		
h.	<u>Regular skills assessment</u>		

<u>CODE OF PROFESSIONAL RESPONSIBILITY</u>		<u>Breached YES/No</u>	<u>Notes</u>
a.	<u>Current relevant legislation training</u>		
b.	<u>Customer service policy training</u>		
c.	<u>Ethics training – including privacy</u>		
d.	<u>Telemarketer is obliged to supply:</u>		
e.	<u>Telemarketer’s name &Contact details</u>		
f.	<u>Supervisors name &Contact details</u>		
g.	<u>Telemarketer’s Company name</u>		
h.	<u>Telemarketer’s Company nature of business</u>		
i.	<u>Source of client’s contact information</u>		
<u>TELEMARKETING</u>			
a.	<u>Unsolicited calls</u>		

b.	<u>Hours to make calls</u>		
c.	<u>Monday to Friday calls only</u>		
d.	<u>Calls made 9am to 5pm</u>		
e.	<u>No calls -Saturday, Sunday or Public Holidays</u>		
f.	<u>No unlisted phone numbers called</u>		
g.	<u>Minors can not book appointments</u>		
h.	<u>Outbound call introduction must clearly state Telemarketers details and purpose</u>		
i.	<u>Inbound call introduction must clearly state their name and Telemarketers details</u>		
j.	<u>Telemarketer confirms convenient time to call</u>		
k.	<u>People who must not be contacted</u>		
l.	<u>Ask permission to recall client to make appointment</u>		
m.	<u>6 month gap restriction on client calls</u>		
n.	<u>Clear accept or decline provided to client</u>		
o.	<u>Client appointment times clearly confirmed</u>		
<u>AUDIT AND RESOLUTION OF AUDIT ISSUES</u>			

a.	<u>TSANZ member to comply with this Code and PERS Parts 1 &2</u>		
b.	<u>Audit reports provided to TSANZ</u>		
c.	<u>Resolution of compliance issues</u>		
d.	<u>Loss of TSANZ membership</u>		

The TSANZ Specification (PERS) mostly deals with TSANZ Members internal compliance regime, particularly where the requirements are essentially a technical checklist. Sections which involve direct client interface are marked##

PERSONAL EMERGENCY RESPONSE SYSTEMS (PERS) – PART 1 – ALARM EQUIPMENT PROVIDER TECHNICAL AND OPERATIONAL REQUIREMENTS

		<u>Breached YES/No</u>	<u>Notes</u>
<u>1. to 1.4</u>	<u>Introduction, Preface, Scope, Terms, Universal Definitions & Acronyms</u>		
<u>1.5</u>	<u>Definitions & Acronyms Specific to Part1</u>		
<u>2.</u>	<u>PERS Overview</u>		
<u>2.1</u>	<u>PERS Stages</u>		
<u>3.</u>	<u>PERS Mandatory Requirements</u>		
<u>3.0</u>	<u>General Hardware Requirements</u>		
<u>3.1</u>	<u>Stage 1 – Client to Trigger Device##</u>		
<u>3.2</u>	<u>Stage 2 – Trigger Device to Communications Unit##</u>		
<u>3.2.1</u>	<u>Help and Cancel Functionality##</u>		
<u>3.2.2</u>	<u>Activation##</u>		

3.2.3	<u>Indicators##</u>		
3.2.4	<u>Power##</u>		
3.2.5	<u>Self Check and Security##</u>		
3.2.6	<u>Portability##</u>		
3.3	<u>Stage 3 – Communications Unit to Alarm Monitoring System (AMS)</u>		
3.3.1	<u>Communications Link Provision</u>		
3.3.2	<u>General Requirements for Communications Unit to AMS</u>		
3.3.3	<u>Long range Communications Link</u>		
3.4	<u>Stage 4 – AMS to Alarm Monitoring Facility and Team</u>		
3.4.1	<u>AMS Operations</u>		
3.5	<u>Stage 5 – Alarm Monitoring Team to Client##</u>		
3.5.1	<u>AMS Call Handling##</u>		
4.	<u>Reference Documents</u>		

PERSONAL EMERGENCY RESPONSE SYSTEMS (PERS) – PART 2 – ALARM SERVICE PROVIDER REQUIREMENTS			
		<u>Breached YES/No</u>	<u>Notes</u>
1. to 1.4	<u>Same as Part1</u>		
1.5	<u>Definitions & Acronyms Specific to Part2</u>		
2.	<u>Alarm Service Overview</u>		

<u>2.0</u>	<u>Alarm Service Readiness Activities</u>		
<u>2.1</u>	<u>Alarm Service Provision</u>		
<u>3.</u>	<u>Alarm Service Mandatory Requirements – Service Readiness</u>		
<u>3.0</u>	<u>Developing Compliant Practices</u>		
<u>3.1</u>	<u>Developing Funder and Client Contracts</u>		
<u>3.1.1</u>	<u>Funder Contracts (Service level Agreements)</u>		
<u>3.1.2</u>	<u>Client Agreements</u>		
<u>3.2</u>	<u>Recruiting & Training of Client Service Representatives</u>		
<u>3.2.1</u>	<u>Selection, Orientation & Authorisation</u>		
<u>3.2.2</u>	<u>Training</u>		
<u>3.2.3</u>	<u>Management of Client Service Representatives</u>		
<u>3.3</u>	<u>Developing Plans, Policies and Procedures</u>		
<u>3.3.1</u>	<u>Reference Documentation</u>		
<u>3.3.2</u>	<u>Client Security & Information Security</u>		
<u>4.</u>	<u>Mandatory Requirements - Alarm Service Provision</u>		
<u>4.0</u>	<u>General Requirements##</u>		

4.1	<u>Marketing to and Interacting with Potential Clients##</u>		
4.2	<u>Establishing Suitability & Deploying a Medical Alarm Device##</u>		
4.3	<u>Maintaining and Supporting an Alarm Service##</u>		
4.4	<u>Supporting Better Outcomes through Industry Body Leadership in Client Insight</u>		
5.	<u>Reference Documents</u>		

TSANZ Complainant Acknowledgement

DD Month Year

Mr/Mrs/Ms First Name Surname

Address 1

Address 2

Address 3

Suburb, City/Town, Postcode

Dear Mr/Mrs/Ms Surname,

Thank you for your complaint in relation to the medical alarm monitoring service you have received from our Telecare Services Association of New Zealand (TSANZ) member, <insert TSANZ member name>.

This letter confirms the TSANZ Secretariat has received your complaint and that we are currently investigating this with the TSANZ member concerned.

TSANZ will evaluate issues of the medical alarm monitoring service circumstances you have provided. We will contact you again in due course if we need further information or clarification of the response from the TSANZ member concerned.

TSANZ does seek to resolve with <insert TSANZ member name> the issues which have given cause for complaint. We will advise you of action that TSANZ has taken in respect of your complaint.

Please contact us if you are concerned with any aspect of the TSANZ complaints process.

Breaches of Codes Summarised

<List each clause breached including the extract of the words relevant to that breach.

Use the completed TSANZ Compliant Evaluation Checklist, to briefly insert those TSANZ codes which complainant has identified as breached>.

Yours faithfully,

<TSANZ Complaints Officer>

Complaints Officer

TSANZ Complaint Member Notice

DD Month Year

Mr/Mrs/Ms First Name Surname

Address 1

Address 2

Address 3

Suburb, City/Town, Postcode

Dear First Name,

This is to advise that TSANZ Secretariat have received a in relation to the medical alarm monitoring service you have provided to <Complainants Name> of <Street name/Town or Suburb>.

From the details of the complaint received we have determined that <insert TSANZ member name> have not compiled with the requirements of TSANZ's Code of Professional Responsibility and/or the TSANZ Specification, Personal Emergency Response Services (Part 1 & Part 2).

In accordance with the TSANZ Client Protection Policy this complaint is now under consideration by me as the TSANZ Complaints Officer:

<Provide a brief summary of the services complained of here OR reference attached Complainant's letter/email OR completed TSANZ Complainant Phone log>

Based on the information we have received from the Complainant, <insert TSANZ member name> are breach of TSANZ mandatory service requirements.

Breaches of Codes Summarised

<List each clause breached including the extract of the words relevant to that breach. Use the completed TSANZ Compliant Evaluation Checklist, to briefly insert those TSANZ codes which Complainant has identified as breached>.

This is your opportunity to respond to the concerns raised. Your response should include any information you believe is relevant to this matter.

From my review I have determined, it may be beneficial if you can provide:

<List evidence that would be normally accessible to TSANZ member compliant service process>

Your response to this matter is required on or before <DD Month Year>.

The Consumer Protection Flow Chart, which outlines the steps involved in this process, is attached. I look forward to an early response and satisfactory conclusion to this matter.

Yours faithfully,

<TSANZ Complaints Staff Name>

Complaints Officer

33. Definitions

For the purpose of this document the following definitions will apply:

Client	A person who uses the services of a TSANZ member. “Clients” could include current clients, potential clients and past clients as well as those who have declined the services of a provider unless otherwise specified.
Code of Professional Responsibility	The Code of Conduct for TSANZ members
Complaint	A negative comment or alleged breach of a TSANZ code requiring investigation and a written response
Complainant	The person laying a complaint
Complaints Officer	The person engaged by TSANZ to advise and assist a Complainant
Concern	A negative comment requiring a verbal or written response
Disciplinary Committee	An ad hoc group created by the TSANZ Board in response to a recommendation by an Investigation Committee
Investigation Committee	An ad hoc group created by the TSANZ Board to thoroughly investigate a complaint as recommended by the designated Complaints Officer.
Nominated Contact	A person that a client has nominated to be a Respondent to a request for assistance or to be advised of the client’s situation or status.
PERS Part 1	Personal Emergency Response System – Part 1 – Alarm Equipment Provider Technical and Operational Requirements
PERS Part 2	Personal Emergency Response System – Part 2 – Alarm Service Provider Requirements
Representatives	Includes staff directly employed by a TSANZ member as well as its agents, contractors and sub-contractors unless otherwise specified.
Respondent	The TSANZ member company or its Representative who has been complained about.
Secretariat	Any person or company that fulfils the administrative functions for the organisation.

Telecare Services	Telecare Services are services that use technology to link people who live in their own homes with the monitoring services, which provide assistance and emergency help and support when needed.
Telecare Services Provider	Any TSANZ member organisation or its Representative that provides telecare services.
Telemarketing	The act of selling, promoting, or soliciting a product or service over the telephone as a form of campaign or mass marketing strategy.
TSANZ Board	The elected board of TSANZ.
TSANZ decision	Any decision made in relation to a complaint.
TSANZ member	A company or organisation that holds a current membership of TSANZ.

34. Reference Material

TSANZ Codes

These documents can be found on the TSANZ website.

1. Code of Professional Responsibility
2. PERS Part 1 – Personal Emergency Response System – Part 1 – Alarm Equipment Provider Technical and Operational Requirements
3. PERS Part 2 – Personal Emergency Response System – Part 2 – Alarm Service Provider Requirements
4. Complaints Handbook

SAMPLE Documents

Complaints file cover sheet

Complaint summary

Complaint checklist

TSANZ complainant acknowledgement

TSANZ complaint member notice

Document History

<u>Version</u>	<u>Date</u>	<u>Author</u>	<u>Reviewed By</u>	<u>Comments</u>
<u>Antecedent Documents</u>				
TSANZ Client Protection Policy - Version4	October 2011	TSANZ Secretariat	TSANZ Board	Replaced - Document incorporated into this Handbook.
TSANZ Client Protection Policy - Version6	June 2014	TSANZ Secretariat	TSANZ Board	Ditto – this is the Website published version unchanged from Version 4
TSANZ Disciplinary Policy	June 2014	TSANZ Secretariat	TSANZ Board	Replaced - Website published document incorporated into this Handbook.
<u>Complaints Handbook</u>				
Complaints Handbook Versions 1 to 4	October/ November 2018	TSANZ Secretariat		Drafts complied to update process for ASNZ10002-2014
Complaints Handbook Version5	December 2018	TSANZ Secretariat	TSANZ Board	Released for Board review and for TSANZ Member adoption to their internal processes