

SENSES FOUNDATION (Inc)	
POLICY	
Complaints, Compliments and Ideas	
Policy Number	S:001
Relates to Standard	7
Number of Pages in this Policy	1
Review Date	December 2010

PURPOSE

The purpose of this policy is to define the manner in which Senses Foundation will deal with complaints, grievances or comments in relation to all of its activities and actions.

POLICY STATEMENT

Senses Foundation welcomes complaints, comments, suggestions and compliments from its clients, employees and the general public and believes that such involvement in the manner in which Senses Foundation undertakes its activities, benefits Senses Foundation.

Senses Foundation will encourage complaints, comments, suggestions and compliments from its clients, employees and the general public.

Senses Foundation will deal with complaints, comments, suggestions and compliments in a manner which is prompt, fair to all parties, courteous; confidential and given high priority for resolution and remedy ensuring that there is no retribution for the comments made.

Approved by resolution of the Board 17th January 2008