

Corrective Action Policy

This policy outlines PANDSI's commitment to:

- High quality client services; and
- Work, Health and Safety best practice
- Dealing with underperformance or inappropriate behavior.

This policy applies to:

- All employees, volunteers and contractors.

Corrective action will be taken when a Health and Safety incident occurs, a legitimate complaint is made and /or a breach of PANDSI policies and procedures occurs.

It is the **Employee's** responsibility to:

- Notify the Chief Executive Officer of incidents requiring corrective action.

It is the **Chief Executive Officer's** responsibility to:

- Formally request a Corrective Action when a breach of PANDSI policies and procedures has occurred; and
- Assess the severity of the issues and determine appropriate action:
 - Minor – issues which can be rectified using standard procedures will be handled in accordance with those instructions, for example, incomplete support, service not on time, issues relating to work quality, access and maintenance issues. The issue and rectification will be recorded on the employee's file.
 - Major – issues, for which the system has no documented procedure for resolution, or a failure to accommodate the situation, will require the raising of a Corrective Action Request form.
- When appropriate, raise a Corrective Action Request which will address:
 - How the issue can be rectified; and
 - What preventative action can be put into place to reduce the risk of reoccurrence; and
 - When the preventative action will be re-appraised; and
- When an employee continues to breach PANDSI policies and procedures, an Official Warning must be issued in accordance with the PANDSI Underperformance and Dismissal Policy.
- Where the issue has arisen as a result of a complaint by a client or clients, ensuring, when appropriate, that they are informed of the Corrective Action taken.

Related Documents:

Client Files Policy
Duty of Care Policy
Work, Health and Safety Policy
Grievances and Complaints Policy
Underperformance and Dismissal Policy