

Feedback or Complaint?



Although these terms are often used interchangeably, FIC applies the definitions set out in the Australian Standards, Guidelines for complaint management in organizations (ISO 10002:2022):

- **Complaint** expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.
- **Feedback** opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly to or about the organisation, its products, services, staff or its handling of a complaint.