

Determining redress for booked assistance not provided: draft framework for consultation

3. Forms of redress

Redress will depend on the circumstances and impact of each case. It may include both financial and non-financial remedies: financial redress can be an important component of putting things right where harm has been caused, while non-financial redress can play an important role in providing reassurance, accountability, and confidence that similar failures will not recur. Redress can include:

Financial redress

- For impact, considering the stress, inconvenience, or seriousness of the incident.
- For expenses directly caused by the assistance failure.
- May include, but not be limited to, goodwill gestures
- Written apologies.
- Clear explanations of what went wrong.
- Service recovery actions.
- Assurances of improvement to prevent recurrence.

Non-financial redress

- Written apologies.

- Clear explanations of what went wrong.
- Service recovery actions.
- Assurances of improvement to prevent recurrence.
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