

Complaints Management Policy

s.219A of the Public Service Act 2008

Objective	The Queensland Reconstruction Authority (QRA) is committed to maintaining and enhancing public confidence in the Queensland Government by creating an environment that encourages feedback and manages complaints in a responsive, timely and fair manner.
Rationale	<p>Complaints management aims to resolve individual complaints and identify opportunities for organisational improvement. It is a community expectation that QRA be customer-focused and responsive to complaints about its services and/or functions.</p> <p>Section 219A of the <i>Public Service Act 2008</i> (the PS Act) requires QRA to establish and implement a system for dealing with customer complaints. The complaint management principles underlying this policy reflect the Australian Standard AS/NZS 10002-2014 Guidelines for complaint management in organisations and section 219A of the PS Act.</p>
Scope and coverage	<p>This policy applies to:</p> <ul style="list-style-type: none"> • all Public Service employees of QRA and non-employees including contractors, consultants, volunteers, along with any other person or entity who provide QRA with services on a paid or voluntary basis • any of the following types of complaints: <ul style="list-style-type: none"> - Customer complaints - Employee complaints. • complaints about any of the following: <ul style="list-style-type: none"> - A breach of QRA's obligations under the <i>Information Privacy Act 2009</i> regarding the personal information of an individual (privacy complaint) - allegations of corrupt conduct, as defined in the <i>Crime and Corruption Act 2001</i> (CC Act). - Allegations about the conduct of the Chief Executive Officer, as per section 48A of the CC Act. - A human rights complaint under the <i>Human Rights Act 2019</i>. - A public interest disclosure about wrongdoing in the public sector that serves the public interest under the <i>Public Interest Disclosure Act 2009</i> (PID Act). <p>For the purpose of this policy, the following are not classified as complaints:</p> <ul style="list-style-type: none"> • Questions, enquiries and requests for information or action. • Feedback obtained during public consultation processes. • Feedback received about matters outside the direct responsibility of QRA. • Feedback received about another agency or organisation. • Complaints that are primarily contractual disputes. <p>This policy does not replace, modify or revoke any legislative requirements or appeal processes that apply to the management of particular types of complaints (e.g. privacy complaints, Right to Information, criminal conduct, corrupt conduct, human rights complaints, public interest disclosures, and complaints under the <i>Industrial Relations Act 2016</i>).</p>
Related legislation	<p><i>Crime and Corruption Act 2001</i> <i>Human Rights Act 2019</i> <i>Industrial Relations Act 2016</i> <i>Information Privacy Act 2009</i></p>

Public Interest Disclosure Act 2010
Ombudsman Act 2001
Public Service Act 2008
Code of Conduct for the Queensland Public Service
Standards Australia: AS/NZS 10002:2014 Guidelines for complaint management in organisations
 Whole-of-government human rights resources
Queensland Government Guide: Handling Human Rights Complaints.

Related documents

Customer Complaints Procedure
 Public Interest Disclosure Procedure
 Dealing with a complaint involving the Chief Executive Officer Procedure
 Managing Employee Complaints Policy
 Employee Complaints Procedure
 Managing Corrupt Conduct Procedure
 Privacy Complaint Procedure
 Privacy Plan

Principles

People focus

- QRA recognises and respects everybody’s right to provide feedback.
- Feedback will be addressed in a timely manner.
- QRA decisions and actions can impact upon an individual’s human rights, in either a positive or negative way. QRA will consider human rights in all decision-making and action and will only limit human rights in certain circumstances and after careful consideration.

Visibility and Access

- Information about how and where to complain to QRA will be available for customers, employees and other interested parties.

Responsiveness

- Complaints will be acknowledged promptly and responded to in a timely manner.
- Each complaint will be assessed and finalised as quickly as possible.

Objectivity and fairness

- QRA’s Complaints Management Policy and related procedures will be open, transparent and effective.
- Each complaint must be assessed, categorised and managed in an equitable, objective and unbiased manner in accordance with the principles of natural justice, and without actual or perceived conflicting interests.
- The rights of officers are protected where they are the subject of a complaint.
- QRA may refuse to investigate a complaint if it is considered to be trivial, frivolous or vexatious.

Confidentiality

- Complaints are dealt with confidentially to the extent possible and with regards to personal information in accordance with the *Information Privacy Act 2009*.

Monitoring and Reporting

- Complaints will be recorded and reported on in accordance with legislative and other requirements.
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- Complaints feedback and trends are used as an essential tool for continuous improvement.

Resources and Training

- All QRA staff have an awareness of the Complaint Management Policy and related procedures.
- Adequate training is available for the staff who will handle complaints on behalf of the organisation.

Continuous Improvement

- Complaints and feedback are opportunities to build knowledge and improve services.
- Complaints are an essential tool for continuous improvement of QRA’s service delivery and the complaints management process.

Types of complaints

QRA has an obligation to deal with various types of complaints. The relevant procedure and/or legislation governing the management of the complaint are shown below. Complaints may fall within one or more of the following types.

Type of complaint	Complaint is governed by this policy and.
Human rights complaint	<i>Human Rights Act 2019</i> <i>Queensland Government Guide: Handling Human Rights Complaints.</i>
Customer complaint	Customer complaint procedure <i>Public Service Act 2008, section 219A.</i>
Employee complaint	Managing employee complaints policy & procedure Directive relating to managing employee complaints Directive relating to appeals Discipline guideline.
Privacy complaint	Privacy complaint procedure <i>Information Privacy Act 2009</i>
Complaint about the CEO	Dealing with a complaint involving the Chief Executive Officer procedure <i>Crime and Corruption Act 2001, section 48A</i>
Complaint comprising allegation/s about (or including information giving rise to a reasonable suspicion of) corrupt conduct	Corrupt conduct procedure <i>Crime and Corruption Act 2001</i> The complaint may be referred to the Crime and Corruption Commission (CCC) for investigation or investigated by QRA and reported to the CCC if required under the <i>CC Act</i> .
Complaint assessed as a public interest disclosure (PID) in accordance with the PID Act.	PID procedure <i>Public Interest Disclosure Act 2010.</i>

Responsibilities

Roles and responsibilities in relation to QRAs complaints management are as follows:

All employees:

- Be familiar with QRA's Complaints Management Policy and related procedures, and assist people to access QRA's complaints process
- Receive and action complaints in accordance with this policy and applicable procedure.

Managers and supervisors:

- Ensure employees under their supervision are aware of QRA's Complaints Management Policy and related procedures, and can assist people to access QRA's complaints process
- Encourage, demonstrate and model ethical conduct in their teams.

Complaints Coordinator:

- Has responsibility for managing customer complaints in accordance with relevant legislation, this policy and associated procedures
- Provides reports to senior management and meets annual reporting requirements (*section 219A Public Service Act 2008*)
- Assist people to make a complaint, if needed.

Chief Executive Officer (CEO):

- Ensuring a complaint management framework is established and maintained within QRA
- Report annually on QRA's complaint handling.
- Appointing a senior executive with overall responsibility and authority for complaints management.

Definitions

The following definitions apply for this policy:

Term	Definition
Complaint	Expression of dissatisfaction, orally or in writing, about the products, policies, services or actions of QRA and/or the associated conduct of officers, or representatives of QRA.
Corrupt conduct	Refer to section 15 of the CC Act for the legal definition.
Customer Complaint	As defined under section 219A of the Public Service Act 2008
Privacy complaint	As defined under Section 164 of the Information Privacy Act 2009
Public Interest Disclosure	Refer to Chapter 2 of the PID Act for the legal definition.

Document review

The Chief Executive Officer will review this policy within twelve months of the initial approval date, then at least once every three years, and as required to take into account changes to relevant legislation, government policy and practices, changing trends, and feedback.

Document control

Version No.	Date	Approved by	Next scheduled review date
1.1 FINAL	31 July 2020	Brendan Moon, CEO	31 July 2021
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Revision history

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1	26.03.2019	8	Draft
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