

Customer Complaints Procedure

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.
Scope and coverage	<p>This procedure applies to:</p> <ul style="list-style-type: none"> • all QRA products, services, decisions or actions • all employees of QRA and non-employees • contractors, consultants and volunteers whose actions represent QRA. <p>For this procedure, 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>For example, adverse feedback regarding the eligibility criteria for a grants program that is set by the Commonwealth but administered by QRA is not classified as a complaint (as it is outside direct responsibility of QRA), but adverse feedback regarding a QRA decision in relation to the application of the eligibility criteria is within scope.</p> <p>This procedure does not modify or revoke any legislative requirements or appeal processes that apply to managing particular types of complaints, such as:</p> <ul style="list-style-type: none"> • privacy complaints made under the <i>Information Privacy Act 2009</i> • complaints about right to information (for example, dissatisfaction with an access or amendment application made under the <i>Right to Information Act 2009</i> or <i>Information Privacy Act 2009</i>) • complaints alleging criminal or corrupt conduct • public interest disclosures made under <i>Public Interest Disclosure Act 2010</i> • complaints made under the <i>Industrial Relations Act 2016</i> • complaint made under the <i>Human Rights Act 2019</i>.
Related legislation	<p><i>Crime and Corruption Act 2001</i></p> <p><i>Information Privacy Act 2009</i></p> <p><i>Public Interest Disclosure Act 2010</i></p> <p><i>Public Service Act 2008</i></p> <p><i>Human Rights Act 2019</i></p> <p><i>Code of Conduct for the Queensland Public Service</i></p> <p><i>Standards Australia: AS/NZS 10002:2014 Guidelines for complaint management in organisations</i></p> <p><i>Queensland Ombudsman – Complaints management guidance</i></p> <p><i>Queensland Ombudsman – Managing unreasonable complainant conduct</i></p>
Related documents	<p>Complaints Management Policy</p> <p>Dealing with a complaint involving the Chief Executive Officer Procedure</p> <p>Managing Employee Complaints Policy and Procedure</p> <p>Managing Corrupt Conduct Policy</p> <p>Public interest disclosure procedure.</p>

How to make a complaint

Customer complaints are accepted both verbally and in writing through a variety of channels, including face to face, telephone, letter, email or social media platform.

Anonymous complaints are afforded the same consideration as other complaints.

Complaints can be made in writing to:

Email: info.qra@qra.qld.gov.au

Post: Queensland Reconstruction Authority
PO Box 15428
City East Q 4002

Other avenues to submit a complaint are via telephone or online media:

Phones: 3008 7200 or 1800 110 841

Facebook: <https://www.facebook.com/QueenslandReconstructionAuthority>

Linkedin: <https://au.linkedin.com/company/queensland-reconstruction-authority>

Complaints Management System

Complaints will be acknowledged within 5 working days of receipt.

Where possible, QRA aims to resolve complaints at the frontline (Stage 1).

However, where a complaint is of a more serious nature, it will be referred directly to a senior officer (Stage 2) for action and resolution.

Refer to the following table for further information.

Stage	Process
Stage 1 (Frontline complaints)	<p>Officers at first point of contact resolve less serious complaints, where possible, in consultation with their supervisor.</p> <p>Stage 1 complaints aim to be resolved within 20 working days of receipt of the complaint.</p> <p>If a complaint is unresolved, or assessed as more complex, it will be referred to Stage 2.</p> <p>Complaints received about a customer complaint outcome or the process used in dealing with a Stage 1 complaint, will be referred to Stage 2.</p>
Stage 2 (Complex complaints and/or Stage 1 outcome reviews)	<p>A more senior officer will:</p> <ul style="list-style-type: none"> • review complaints unresolved or at the frontline (Stage 1) • review complaints about stage 1 complaint outcomes • investigate serious and complex complaints referred directly to Stage 2. <p>Where there is a complaint about investigation outcomes, a more senior officer to the original decision-maker must review the complaint.</p> <p>Where a review is to be conducted by a person other than the original decision-maker, the reviewer must be of equivalent or more senior classification to the original decision-maker.</p> <p>Stage 2 complaints aim to be resolved within 45 working days of receipt of the complaint.</p>
Stage 3 (External Review)	<p>Where the complaint remains unresolved after Stage 2, QRA will advise the complainant of relevant review and appeal options such as Queensland Ombudsman and/or other external agencies.</p>

Assessment and action

Upon receiving a complaint, reasonable steps will be taken to ensure that the complaint is properly understood, and clarification or further information will be sought if necessary and possible.

Complaints are assessed, managed and responded to by the business area responsible for the policy, product or service relevant to the complaint. Where a complaint is about the service provided by an employee, the complaint is assessed and investigated by the relevant supervisor/manager.

QRA maintains an internal register of the following information:

- complainant's name and contact information (where provided)
- the nature of the complaint, where and when it occurred
- the complaint outcome
- time taken to resolve the complaint.

All documents associated with complaints are to be provided to the Complaints Coordinator for recording and reporting purposes.

Officers reviewing complaints, may re-make decisions or provide remedies to complainants within the scope of the officers' delegated authority.

If QRA is unable or cannot address the complaint, where possible, it may be referred to the appropriate external agency with the consent of the complainant.

Anonymous complaints are treated on merit.

A complaint about a decision or action of QRA that is received more than one year after the complainant was notified of that decision or action, will be reviewed only if the Chief Executive Officer (CEO) considers that exceptional circumstances exist.

Feedback

Complainants are to be advised of the outcomes of their complaints as soon as possible and provided with reasons for decisions.

Complainants are to be advised of any internal review options, and any external appeal options, where applicable.

If the result of a complaint offers an opportunity for QRA to improve processes it will be referred to the relevant area/senior officer for the implementation of necessary actions.

Monitoring effectiveness

QRA's complaints management system:

- must meet all legislative, policy and reporting requirements
- identify complaint trends
- monitor the time taken to resolve complaints.

The volume, trends and nature of complaints are provided to the CEO on a monthly basis or as required.

In accordance with section 219a(3) of the *Public Service Act 2008*, information about customer complaints for the previous financial period is published on QRA's website by 30 September after each financial year.

Managing unreasonable conduct

QRA recognises that in managing complaints fairly, efficiently and effectively, all parties involved in a complaint have certain rights and responsibilities.

There may be occasions when a customer conduct could be considered unreasonable and QRA ensures appropriate strategies are in place for managing unreasonable complaint conduct fairly, ethically and reasonably.

Privacy and records

Information Privacy Act 2009 must be applied when managing customer complaints.

QRA must handle all personal information including collection, storage, use and disclosure of personal information.

The business area responsible for managing complaints, must ensure accurate records are made and kept for as long as they are required. Records associated with complaints must be managed in accordance with the *Public Records Act 2002*.

Document review

The CEO 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	31/07/2020	[Brendan Moon, CEO]	31/07/2021
2.1 FINAL	31/07/2021	[Brendan Moon, CEO]	31/07/2024

Revisions history

Revision No.	Date	Page/s	Description of revision
1	18/06/2020	4	Intial Draft
2	27/07/2020	4	Draft review
3	29/07/2021	4	Draft review of final version 2.1