

DP155 - Complaint Management Policy



CONTEXT

The department is committed to delivering best practice in customer service. Should a customer not be happy with the department's service, products or staff, we invite their feedback to help us continue to improve our service standards.

The department is committed to providing and maintaining a best practice policy framework through which this can occur.

The purpose of this policy is to:

- provide a uniform practice in the management of complaints across the department.
- ensure citizens receive fair, professional and timely assistance when the department responds to a complaint.

WHAT CONSTITUTES A COMPLAINT

When a person or any other entity does not receive service as expected of the department. We invite their complaint in relation to the department's products, staff or service. All complaints shall be dealt with in accordance with the three level model of complaint handling as expressed in the Australian Standard AS/NZS 10002:2014.

COMPLAINT HANDLING PROCESS

The department is committed to responding to all complaints in a timely manner and in a clear, simple and streamlined way. The department will endeavour to respond to all complaints within 10 working days.

Where a complaint cannot be resolved within 10 working days, the department will promptly respond to the complainant acknowledging the complaint by its original source ie post, email, social media, and telephone or in person, keeping the complainant informed.

RESPONSIBLE OFFICERS

Chief Officers and General Managers are responsible for ensuring;

- the complaint management framework is visible, accessible and positively promoted throughout the department;
- their area is appropriately resourced, trained and engaged to handle and administer the complaint management framework;
- if the need arises, any escalated complaints are effectively managed.

Managers, Unit Managers and Team Leaders are responsible for;

- effective, efficient and positive operation of the complaint handling framework;
- developing, implementing and administering the divisional procedures for complaint management;
- ensuring staff involved in the complaint management process are aware of their roles and responsibilities and are appropriately trained;
- understanding what is required to escalate an unresolved or unsatisfactorily resolved complaint;
- ensuring all staff are aware of the importance of an effective and positive complaint management framework.

CONTINUOUS IMPROVEMENT

The department will regularly review and monitor complaints received. The department will record the number and types of complaints received, the resolution outcomes, the number and purposes for escalations and the time taken to close a complaint. These will be reported to the Chief Executive and in the department's annual report.

The department will analyse the information collected on the types of complaints, frequency of repeat complaints and resolution outcomes of complaints, to identify any systemic issues within the business and to determine methods to remedy any underlying issues.

References

Australian/New Zealand Standard 'Customer satisfaction – Guidelines for complaint management in organizations (AS/NZS 10002:2014)'

Access via DPTI Library - cms.dpti.sa.gov.au/library/databases/standards

Charter of Public Service Guarantee, Department of the Premier and Cabinet - dpc.sa.gov.au/responsive-government

PC012 - Information Privacy Principles (IPPS) Instruction
dpc.sa.gov.au/sites/default/files/pubimages/Circulars/PC012_Privacy.pdf

Freedom of Information Act 1991

www.legislation.sa.gov.au/LZ/C/A/FREEDOM%20OF%20INFORMATION%20ACT%201991.aspx

State Records General Disposal Schedule No.15 -

www.archives.sa.gov.au/content/general-disposal-schedules



APPROVAL by Chief Executive

25/2/2015

Date