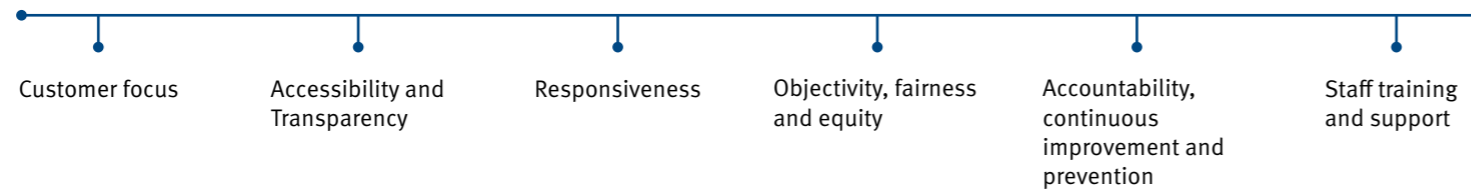


Customer Complaints Management Framework

Principles*



* Principles are defined in the Customer Complaints Management Policy



What is a complaint?

An expression of dissatisfaction about the service or action of the department, or its staff, by a person who is directly affected by the service or action of the department, and includes complaints related to:

- a decision made, or a failure to make a decision, by a public service employee of the department
- an act, or failure to act, by the department
- the formulation of a proposal or intention by the department
- the making of a recommendation by the department
- the customer service provided by a public service employee of the department.

Source: Section 219A Public Service Act 2008



What is not a complaint?

Our customers contact us for many reasons and most of the time our customers do not have a complaint. It is not a complaint when our customers:

- request more information
- request a change in services or request a new service
- make a suggestion for improving our services
- express a concern about a situation
- provide feedback on the department's performance
- are not directly affected by the decision or action of the department
- providing information e.g. reporting an incident.

Our approach



Accessibility

Complaints can be made by:

- Telephone
- Email
- In person
- Smart Service Queensland
- QGov website
- Social media
- Letter

In making a complaint, complainants:

- can be supported by a friend, an advocate, an interpreter or a community elder
- will be provided information about where to lodge a complaint, how to make a complaint and how complaints will be managed, including referring complaints to external agencies, where needed
- can make a complaint anonymously
- can request other reasonable assistance such as translation services or text telephone services.



Complaint type and response times

The time it takes to resolve a complaint depends on a number of factors, including when the complaint was made and the complexity of the complaint. As a guide:

- simple complaints may take up to 20 working days
- complaints requiring some inquiry may take up to 45 working days
- complaints that require investigation and referral may take up to 90 working days or longer in some cases.



The Department of Education and Training welcomes feedback from our customers.

How we handle complaints

We try to resolve complaints as quickly as possible at the point where the complaint is received or after it is re-directed to the appropriate business area. Unresolved complaints are referred for review.

Our approach to handling complaints is based on the Australian and New Zealand standard on complaints management (AS/NZS 10002:2014).



Early resolution

Frontline handling and resolution of customer complaints

Resolving at point of receipt

- We always try to resolve complaints quickly at the frontline or the point where the complaint is received
- All complaints received are recorded in a complaints register
- We provide acknowledgement of the receipt of a complaint
- We manage complaints locally to fix local problems.



Internal review

Unresolved customer complaints referred for review and resolution

Referring for internal review

- Complainants may decide to submit their complaint for internal review if dissatisfied with the outcome of their complaint
- The complaint and the results of the review are recorded in a complaints register
- At a corporate level, we use complaints data to inform improvements and to meet our complaints reporting obligation under the *Public Service Act 2008*.



External review

Unresolved customer complaints reviewed by an external agency

Independent review

- Complainants may decide to submit their complaint for review to an external agency such as the Queensland Ombudsman
- We provide information to complainants on alternative avenues for review.

Complaint categories

The department uses set categories to record complaints at the organisational level. This helps us analyse complaints to identify trends and issues. Business areas may use more detailed categories to inform their business improvement processes. The organisational categories are:

- Health and safety
- Services
- Staff and volunteers
- Policy and procedure
- Third parties
- Assets, infrastructure and information technology
- Fees, charges and procurement
- Other

For more information, refer to the Complaints Categorisation Scheme

Excluded complaints

For complaints reporting under s.219A of the *Public Service Act 2008*, the following types of complaint are excluded:

- complaints under *Education and Care Services Act 2013*
- complaints related to appeals processes under the *Education (General Provisions) Act 2006*
- complaints handled under the Education and Care Services National Law
- complaints (grievances) by departmental employees about their employment (*Public Service Act 2008* and Public Service Commission Directives)
- complaints that are assessed as a public interest disclosure (*Public Interest Disclosure Act 2010*)
- complaints involving corrupt conduct (*Crime and Corruption Act 2001*)
- complaints related to appeals that are internally reviewable by the department and then externally reviewable by the Queensland Civil and Administrative Tribunal.

Complainant responsibilities

Customers making a complaint are responsible for:

- understanding that complex complaints can take time to review
- providing a clear idea of the problem and the desired solution
- providing all relevant information when the complaint is made
- informing the department of changes affecting the complaint including telling the department when they no longer need our help
- cooperating with us in a respectful and reasonable way
- understanding that abusive, aggressive or disrespectful conduct is not tolerated.



Resources

- Customer Complaints Management Policy
- Customer Complaints Management Procedure
- Information Sheets
- Templates
- Complaints Management better practice