

Customer complaints management framework



What is a customer complaint under the framework?

A customer complaint is an expression of dissatisfaction made to or about Treasury, the service or action of Treasury or a Treasury employee by a person who is directly affected by the service or action.

A complaint may include:

- a. A decision or failure to make a decision, by a Treasury employee
- b. An act, or failure to act of Treasury
- c. The formulation of a proposal or intention by Treasury
- d. The making of a recommendation by Treasury, or
- e. The customer service provided by a Treasury employee



What is not a customer complaint?

When you:

- Request more information
- Request a change in service or request a new service
- Make a suggestion for improving our services
- Provide feedback on the department's performance
- Have a privacy complaint



Customer Complaint Management System

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STAGE 1

Receive complaint

2

STAGE 2

Provide assistance

3

STAGE 3

Acknowledge complaint

4

STAGE 4

Assessment of Complaint

5

STAGE 5

Respond to complainant

6

STAGE 6

Report

7

STAGE 7

Learning and Improvement



What can you expect from us in handling your customer complaint?

- Accessibility – providing a service where all customers can make a complaint
- Transparency – giving decisions based on all information and keeping you involved
- Responsiveness – keeping you informed in the prescribed timeframes
- Accountability – continually reviewing our processes, policies and procedures to ensure improvement and prevention
- Training – provide continuous staff training, support and resources to help minimise complaints



What do we need from you?

- Respectful cooperation and an understanding that unreasonable conduct will not be tolerated
- A clear understanding of the complaint and your desired solution
- All relevant information relating to your complaint
- Keeping us informed if your situation changes, even if you no longer require the complaint to progress
- An understanding there are limitations for the department under this framework (such as legislation)

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