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

STAGE 1 Receive complaint

STAGE 2 Provide assistance

STAGE 3 Acknowledge complaint

4

2

3



6

STAGE 5 Respond to complainant

Assessment of Complaint

STAGE 6 Report

STAGE 4

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)



Customer complaints management framework



Level 1 **Frontline Review**

Treasury strives to resolve customer complaints when they're first received. If a complaint isn't resolved at the point of service, it's referred to a Receiving or Investigating Officer.

Receiving Officer receives and initially assesses a complaint

COMPLAINANT

To be made within **12 months** from the time from which the grounds of the complaint arose

TREASURY

3 business days to acknowledge

30 business days to respond



Level 2 Internal Review

You can request an internal review if dissatisfied with outcome or the way the complaint was handled.

Internal Review Officer to review level 1 complaint, process and approach.

COMPLAINANT

20 business days to lodge internal review from date of receipt of complaint outcome

TREASURY

3 business days to acknowledge

20 business days to respond

Level 3 **External Review**

You can request an external review from the Queensland Ombudsman or Human Rights Commission.

Online form through Queensland Ombudsman or Human Rights Commission.

COMPLAINANT

12 months from complaint

An external review will only occur after the complainant has progressed through levels 1 and 2 and of the complaint process.

