

Customer Complaints Management Policy

Purpose

This policy supports Queensland Treasury's (Treasury) obligation to implement a customer complaints management system. It enables Treasury to meet requirements under the:

- *Public Sector Act 2022 (section 264)*
- *Human Rights Act 2019*
- Australian Standard 10002:2022, Guidelines for complaint management in organizations
- Queensland Public Service Customer Complaint Management Framework and Customer Complaint Management Guideline.

Policy Statement

Treasury is committed to continuous improvement in service delivery, performance and in achieving the highest standards in all aspects of our work, we value your feedback.

We strive to provide a best practice complaints management system - that is accessible, fair and responsive - where we work with customers to drive business decisions and improvements in service delivery. This policy is to be read in conjunction with the:

- Customer complaints management framework
- Customer complaints management procedure
- Customer complaints management internal review procedure

These documents are available on the [Treasury website](http://www.treasury.qld.gov.au/about-treasury/complaints) (www.treasury.qld.gov.au/about-treasury/complaints).

Principles

Treasury's customer complaints management principles are aligned to the guiding principles as set out in the Australian Standard 10002:2022, *Guidelines for complaint management in organizations*.

Principle	Treasury's commitment
Customer Focus	<ul style="list-style-type: none"> • Our customers have a right to complain and to not be adversely affected by their customer complaint • All customers making a complaint are treated with respect • Our actions and decisions consider, and are compatible with, the human rights and anti-discrimination legislation • Treasury proactively seeks and receives feedback and complaints from customers
Accessibility and transparency	<ul style="list-style-type: none"> • Treasury's customer complaints process is free and accessible • Treasury clearly displays information about how and where a customer complaint may be made on Treasury's website and at frontline communications

	<ul style="list-style-type: none"> • Treasury provides all reasonable assistance and support to make it easy for all customers to make a complaint • Customer complaints can be made anonymously • Customers can be supported by a friend, an advocate, an interpreter or a community Elder • Customers can request other reasonable assistance, such as translation services or text telephone services
Responsiveness	<ul style="list-style-type: none"> • Customer complaints are acknowledged and responded to fairly, reasonably and in the prescribed timeframes • Customers are kept informed about the progress of their complaint, and advised about the outcome reached, reasons for Treasury's decision, and any review options available • Customer complaints are recorded and tracked and resolution timeframes are monitored
Objectivity, fairness and equity	<ul style="list-style-type: none"> • Customer complaints are managed objectively and without bias. All human rights and anti-discrimination legislation are rooted in our decision making process • Treasury respects the confidentiality of personal information about the complaint and others involved in the complaint • Natural justice and procedural fairness are embedded in customer complaint management activities • Treasury will activate strategies to handle unreasonable complainant conduct in accordance with our policy, while still focusing on resolving the complaint
Accountability, continuous improvement and prevention	<ul style="list-style-type: none"> • Treasury uses formal, documented processes to manage customer complaints • Treasury's resources are regularly reviewed to ensure relevance, accuracy and effectiveness • Customer complaints are recorded and data is regularly analysed to understand performance and drive improvement • Data is regularly reported internally and externally to ensure visibility of customer complaints, trends and to meet legislative reporting requirements
Staff training and support	<ul style="list-style-type: none"> • Staff will be trained to manage customer complaints in accordance with, Treasury's customer complaints framework, policy and procedures • A centralised Treasury customer complaints coordinator ('champion') is available to provide advice, support and guidance to staff involved in customer complaints management

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Human rights considerations

Treasury's complaints management system respects, protects and promotes human rights.

Treasury considers human rights when managing complaints and follows three key steps:

1. Identify any relevant human rights.
2. Consider whether an action or decision limits those human rights.
3. Assess whether the limitation is reasonable and justifiable.

Treasury uses learnings from human rights complaints to reflect upon and improve.

Key Responsibilities, Roles and Authorisations

Responsibility

The Under-Treasurer, as chief executive, is accountable for ensuring that Treasury complies with the complaints management system requirements under the *Public Sector Act 2022* and for appointing a Complaints Management Manager under the Australian Standard 10002:2022.

Functional responsibility

The RTI & Privacy team is Treasury's nominated manager and champion of the Complaints Management Framework. They have delegated authority to approve the Complaints Management Policy and any significant changes to the complaints management framework.

Staff responsibility

All staff have customer complaints management responsibilities, as anyone can receive a customer complaint. Some staff may also have customer complaints management responsibilities as part of their role. This could include one or more of the following roles:

- Frontline Receiving Officer
- Investigating Officer
- Internal Review Officer

Customer responsibility

Customers are expected to treat staff with courtesy and respect. Complaints that are abusive, threatening or contain offensive language will not be accepted. Treasury is committed to addressing valid issues; however, will manage any unreasonable complainant conduct in a manner consistent with Treasury's obligation to ensure a healthy and safe work environment.

Treasury asks you to:

- try to resolve their concern by speaking with Treasury employees in the first instance, if possible.
- provide full details about what has happened, including the outcome or action you're seeking.

What is a customer complaint?

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.¹ A complaint may include:

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

What is not a customer complaint?

Examples of what is not a Customer Complaint include:

- Breach of contract or legislation
- Competition complaints
- Corrupt conduct
- Local Government Mayors and Councillors
- Motor Accident Insurance Commission (MAIC) and the Nominal Defendant
- Previous complaint
- Public interest disclosures (PID)
- Right to Information or Information Privacy complaint
- Responses to customer surveys where an agency response is not expected
- Other complaints, such as those being addressed through a court, tribunal or commission
- Complaints about certain decisions made by Treasury officers under legislation, such as the *State Penalties Enforcement Act 1999*, *Taxation Administration Act 2001* or the *Transport Operations (Road Use Management) Act 1995*. These decisions can only be overturned or changed using an internal and/or external review process set out in the legislation (if any).

Information privacy considerations

Treasury protects and manages personal information in line with the *Information Privacy Act 2009*. This includes how we collect, store and use any personal information of customers and staff. Please also see Treasury's [Privacy](http://www.treasury.qld.gov.au/legall/privacy) page, www.treasury.qld.gov.au/legall/privacy.

¹ Customer Complaint means a complaint about the service or action of a public sector entity, or its staff, by a person who is apparently directly affected by the service or action – section 264(4) *Public Sector Act 2022 (Qld)*.

- ask questions you don't understand or need further information.
- inform Treasury if anything changes.
- understand that there may be some things Treasury can't do.

The complaint process

Customer complaints can be made online, verbally (in person or phone), or in writing (email or post) by the complainant (or other authorised person) who is directly affected by the service or action of Treasury and/or our staff.

A Treasury online complaints form is available if you wish to use this as a guide. Further information is available on the Treasury website and the [QRO complaints](https://qro.qld.gov.au/about-qro/feedback/complaints) page (<https://qro.qld.gov.au/about-qro/feedback/complaints>).

Complainants are encouraged to provide sufficient and relevant particulars and outline what they would like Treasury to do to resolve the matter.

The complaint is to be made within 12 months from the time from which the grounds of the complaint arose unless exceptional circumstances apply.

Treasury's complaints management process is based on the seven stages of a complaint lifecycle outlined in the Queensland Public Service Customer Complaint Management Framework, available on the Treasury website.

The majority of complaints will progress through each stage, though this may not be linear and some stages may be repeated.

Stage 1: Receipt

Stage 2: Assistance

Stage 3: Acknowledgement

Stage 4: Assessment

Stage 5: Response

Stage 6: Reporting

Stage 7: Learning and improvement

Timeframes

Treasury aims to address complaints as quickly as reasonably possible.

Our service standards are in line with timeframes outlined in the Queensland Public Service Customer Complaint Management Guideline. Treasury aims to provide:

- acknowledgements within 3 business days
- responses to complaints within 30 business days
- responses to internal review requests within 20 business days
- progress updates as needed or as agreed with the customer

Recording and reporting

Under section 264(3) of the *Public Sector Act 2022 (Qld)*, Treasury is required to annually publicly inform the recorded data and complaint activities for the purposes of risk management, strategic and operational planning, drive service delivery improvements and identify and report on trends.

The data Treasury must publish on its website is as follows:

- the number of customer complaints received by Treasury in the year
- the number of those complaints resulting in further action
- the number of those complaints resulting in no further action.

Complaints management system for customer complaints

Under section 264 (1)–(2) of the *Public Sector Act 2022 (Qld)*, Treasury is required to establish and implement a complaints management system which deals with customer complaints by:

- managing the receipt, process and outcome of a customer complaint
- complying with the Australian Standard (currently, AS/NZS ISO 10002:2022) for a customer complaint
- notify the complainant about the outcome of their complaint (unless anonymous)

Definitions

Term	Meaning
Complaint	A complaint is an expression of dissatisfaction made to or about an agency related to its services or actions, or its staff (AS 10002:2022, p.2).
Complainant	A person or organisation (or their representative) making a complaint.
Complaint form	The form to be completed by a complainant when making a complaint in accordance with this framework which is available on the Treasury website or the QRO website.
Customer complaint	Customer Complaint means a complaint about the service or action of a public sector entity, or its staff, by a person who is apparently directly affected by the service or action – section 264(4) <i>Public Sector Act 2022 (Qld)</i> .
Treasury Employee	All Treasury employees, as well as contractors, consultants, students and volunteers.
External Review	Is a process conducted by an independent oversight agency, such as the Queensland Ombudsman who will investigate our handling of a customer's complaint. It's available after the customer has progressed through our complaints process and exhausted their internal right of review.
Framework	Customer complaints management framework.

For more information please contact:

Right to Information and Privacy

Phone: 07 3035 1863

Email: treasury.complaints@treasury.qld.gov.au or visit

www.treasury.qld.gov.au/about-treasury/complaints/