

Customer Complaints Procedure

Purpose

This procedure supports Queensland Treasury's (Treasury) compliance and commitment to the customer complaints management system prescribed in the Australian/New Zealand Standard on complaints management (AS/NZS ISO 10002:2022 – Guidelines for complaints management in organisations) and requirements under section 264 of the *Public Sector Act 2022 (Qld)*.

Scope

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

This procedure applies to any customer complaint made to Treasury by a person or organisation, whether the complaint has been made by using the Complaint Form, in person, or through other channels such as by telephone, in writing or otherwise.

Overview

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

As part of this commitment, Treasury recognises the important and significant role that listening and responding to customer complaints plays in teaching and informing us of how we can do things better. This procedure sets out how customer complaints are dealt with and managed as a key part of Treasury's commitment to continuous improvement.

This procedure constitutes Treasury's compliance with section 264 of the *Public Sector Act 2022* (Public Sector Act) which requires that Queensland Government departments have a system for dealing with customer complaints.

The procedure also complies with AS 10002:2022 Guidelines for complaint management in organization (saiglobal.com) and Queensland Ombudsman's guide to developing effective complaints management policies and procedures.

Responsibilities and roles

The RTI & Privacy team is the nominated manager of the Treasury Customer Complaints Management System.

Process

Treasury has a three-tier model for customer complaints management.

Level 1: Initial resolution

Treasury strives to resolve customer complaints as quickly as possible when they're first received and redirected to the appropriate business area.

Frontline Receiving Officer

- addresses the issue/s in the first phone or face to face contact
- records any details and action
- reports the complaint and any issues raised or improvements undertaken
- If a complaint isn't resolved at the point of service, it's referred to an Investigating Officer.

Investigating Officer

- Helps the customer make their complaint
- Assesses and classifies the complaint
- Investigates and takes action
- Considers human rights
- Offers remedies or solutions that are fair and reasonable to all involved, if possible
- Communicates with the customer and meets service standard timeframes
- Explains the process for an internal review
- Records the complaint from when it's received to when it's finalised
- Finalises the complaint and any corrective actions identified
- Reports the complaint and any issues raised or improvements undertaken.

Level 2: Internal review

If the complainant is dissatisfied with the way the customer complaint was handled by Treasury or if they believe the outcome to be unreasonable, the complainant can request an internal review. This request should be submitted within 20 days of receiving the complaint outcome.

The internal review must be completed in accordance with the Internal review procedure.

Internal Review Officer

Manages the complaint as outlined in Level 1 and also:

- ensures they're independent of the original decision maker
- ensures they're an equivalent or more senior level to the original decision maker
- clarifies the grounds for the review
- provides an impartial review of a customer complaint outcome or management process by a staff member of Treasury
- explains the process for an external review.

Level 3: External review

If an internal review is completed, and the complainant remains dissatisfied, they can seek an external review.

The Internal review officer must provide the complainant with details of external review agencies (such as the Queensland Ombudsman, Office of the Information Commissioner or Queensland Human Rights Commission) to assist the complainant to seek an external review.

If an external review agency accepts the request and requests information from the department to enable an external review to be conducted, the complaints or internal review officer must respond to the request and record the external review request in the register.

Definitions

Term	Definition
Complainant	A person or organisation (or their representative) making a complaint.
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> .
Framework	Customer complaints management framework.
Frontline Receiving Officer	A Frontline Receiving Officer is a staff member that receives and initially assesses a complaint.
Investigating Officer	The staff member with the appropriate authority and expertise in their role to examine, action and respond to a complaint. Any staff member can be an Investigating Officer. They can also be the Receiving Officer.
Internal Review Officer	An internal review officer is a staff member who conducts an internal review. The officer must be: <ul style="list-style-type: none"> independent from the original customer complaint; and in a position equal to, or higher than, the original decision-maker and authorised to make internal review decisions, including recommendations, or be nominated by someone with this authority. An internal review may involve more than one internal review officer.
Internal Review	A process conducted by appropriately trained Treasury staff on request from the complainant which examines if the complaint management process for the original customer complaint was appropriate and/or if the outcome reached was reasonable. An internal review is not a re-investigation of the original customer complaint. Treasury's Internal review procedure provides more information about the internal review process.

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/

External review agency resources

Queensland Ombudsman

www.ombudsman.qld.gov.au

Office of the Information Commissioner

www.oic.qld.gov.au

Queensland Human Rights Commission

www.qhrc.qld.gov.au