

Compliments and complaints

Corporate Standard 0024



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1. Purpose

- 1.1. This policy outlines how the Queensland Mental Health Commission (Commission) manages compliments and complaints received about its staff and operations.

2. Policy statement

- 2.1. The Commission encourages and is committed to responding to feedback on its product, services and actions.
- 2.2. Compliments received are reviewed to ensure that where applicable the positive result can be applied more broadly across the Commission.
- 2.3. Complaints received about the Commission's functions are managed in an accountable, transparent, timely and fair manner, and also used to inform service improvement.
- 2.4. The Commission recognises that effective compliment and complaint management is good business practice and integral to good stakeholder client engagement.
- 2.5. All complaints are dealt with in the strictest confidence.

3. Authority

- 3.1. Authority for this policy rests with the *Public Service Act 2008*.

4. Application

- 4.1. This policy applies all employees of the Commission, including Commission officers, the Commissioner, contractors, trainees, work experience students, and volunteers.

5. Scope

- 5.1. Much of the feedback and particularly concerns and complaints received by the Commission relate to functions and/or services of other organisations. These are not covered by this policy and are normally addressed through the process outlined on the Commission's website at www.qmhc.qld.gov.au.
- 5.2. Complaints and compliments managed under this policy may be about:
 - product, service or action of the Commission
 - Commission officers' conduct.

6. Objectives

- 6.1. The objectives of this policy are to:
 - actively encourage feedback
 - ensure fair, accountable, transparent and responsive management
 - identify and correct errors or omissions and improve services
 - resolve complaints as best as practicable, to the satisfaction of all parties.

7. Principles

- 7.1. The Commission is committed to the following guiding principles:

Principles	This means the Commission will...
People focus	<ul style="list-style-type: none"> • recognise and respect everybody's right to provide feedback • demonstrate a commitment to addressing feedback in a timely manner • involve the complainant in the process as far as is practicable • to act and make decisions in a way that is compatible with human rights; and gives proper consideration to relevant human rights when making decisions.
Remedies	<ul style="list-style-type: none"> • attempt early, informal resolution and compromise wherever possible • offer remedies that are fair and minimise ongoing dispute possibility
Visibility and access	<ul style="list-style-type: none"> • ensure compliments/complaints process is available on Commission's website • provide reasonable assistance to complainants with special needs • recognise and address complaints provided anonymously
Responsiveness	<ul style="list-style-type: none"> • record, track, acknowledge and process complaints in a timely manner • ensure that the complainant is aware of the process, timeframes, likely involvement and the progress of and possible outcomes of the complaint
Objectivity and fairness	<ul style="list-style-type: none"> • manage complaints objectively, fairly, respectfully and consistently • take all reasonable steps to ensure complainant is not adversely affected • protect the rights of officers where they are the subject of a complaint • deal with personal information and complaints confidentially to the extent possible and with personal information in accordance with the <i>Information Privacy Act 2009</i> • refuse to investigate a complaint considered abusive, trivial, or vexatious
Feedback	<ul style="list-style-type: none"> • provide adequate and timely feedback on complaints to all parties • notify complainants of their internal and external review options
Monitoring and reporting	<ul style="list-style-type: none"> • record and report complaints in accordance legislative and other requirements • commit to using compliments/complaints as continuous improvement tool
Resources and training	<ul style="list-style-type: none"> • ensure adequate resources and training for Commission officers are available • empower Commission officers to manage the compliment/complaint process as necessary

8. Process

8.1. Providing a compliment

- Compliments can be received online by completing the form on the [Contact Us](#) page of the Commission's website or by emailing, writing to or telephoning the Commission.

8.2. Making a complaint

- Any person can make a complaint under this policy.
- The Commission accepts complaints directly from complainants, from people they have authorised to act on their behalf, and anonymously. It may not be possible to fully investigate anonymous complaints.
- Complaints may be made verbally or in writing.
- The Commission may require the complainant who has made an oral complaint to put their complaint in writing. Assistance can be given.

8.3. Dealing with a complaint



- (Step 1) Try to resolve the complaint at first point of contact, for example on the phone or in person.
- (Step 2) If unresolved, the complaint is to be formally assessed with written progress and outcome advice provided to the complainant.
- (Step 3) If dissatisfied with the outcome of the complaint or the manner in which it was handled, the complainant is to be advised that they may seek an internal review by a Commission senior officer.
- (Step 4) If dissatisfied with the internal review the complainant is to be advised that they may seek an external review by an independent external review body. The external review bodies available include the Queensland Ombudsman and the Office of the Information Commissioner Queensland (for complaints about privacy breaches).
- Timeframes
 - Compliment/complaint receipt to be acknowledged within five working days.
 - Simple complaints (not of a serious nature and/or not requiring extensive investigation or consultation): The complainant is to be advised of resolution in writing within 20 working days.
 - Complex complaints and/or those requiring extensive investigation: The complainant is to be advised in writing of the process and likely timeframe. Regular progress updates are to be provided within an agreed timeframe.

8.4. Monitoring effectiveness

- The responsible officer for compliment and complaint process coordination is the Business Manager. This includes ensuring the Executive Management Team is briefed on all complaints activity.
- The Commission's correspondence tracking system is to be used to monitor complaint resolution.

8.5. Record keeping

- All compliments and complaints received and the ensuing documentation are to be recorded in HPRM QMHC/619.
- Different procedures may apply to some complaints. Certain types of complaints may need to be addressed in a specific manner. The responsible officer is to assess and address an incoming complaint as per the below table before progressing for action:

Type of complaint	The complaint is governed by this policy and...
Complaints about the Commission's products, services and employees	<i>Australian Standard ISO 10002:2014 for Complaint Management</i>
A complaint which is an allegation about 'corrupt conduct' as defined under s.15 of the <i>Crime and Corruption Commission Act 2001</i>	Commission's Fraud and Corruption Guidelines at HPRM 2014/110 The complaint may be referred to the Crime and Corruption Commission (CCC) or investigated by the Commission and reported to the CCC if required.
Complaints that have human rights implications or focus	These complaints are to be addressed in accordance with Section 58(1) of the <i>Human Rights Act 2019</i> .
A complaint assessed as a public interest disclosure (PID) in accordance with the <i>Public Interest Disclosure Act 2010</i>	Commission Public Interest Disclosure guidelines (HPRM 2014/105)
Complaint that the Commission has breached an individual's privacy	<i>Information Privacy Act 2009</i>
A complaint about the Commissioner	For all general complaints refer to this Policy. For complaints relating to corrupt conduct as defined in section 15 of the Crime and Corruption Act 2001 (CC Act) by the Commissioner (as the public official), please refer to HPRM 2017/3828 Corporate Policy 25 Corrupt conduct complaints involving the Commissioner.

8.6. Nominated Officer

- *For complaints other than those relating to corrupt conduct or complaints that relate specifically to the Commissioner.* These should be referred in the first instance, to either the Business Manager or Executive Director for action.
- *For complaints relating to corrupt conduct or that relate specifically to the Commissioner.* These should be referred to the Executive Director who will determine the appropriate action in accordance with Corporate Policy 25
- In instances where the entire EMT are implicated in the complaint, the complaint should be referred to the Executive Director Corporate Administration Agency for action consideration.

8.7. This Policy is published on the Commission's website at www.qmhc.qld.gov.au.

9. Related documents

- 9.1. Australian Standard (AS ISO 10002—2006) [Customer satisfaction—Guidelines for complaints handling in organisations](#)
- 9.2. [Public Service Act 2008](#)
- 9.3. [Public Interest Disclosure Act 2010](#)
- 9.4. [Crime and Corruption Act 2001](#)
- 9.5. [Human Rights Act 2019](#)
- 9.6. [Code of Conduct for the Queensland public service](#)