

Complaints management system for customer complaints

Public document

Purpose

The purpose of the complaints management system (CMS) for customer complaints is to provide a process for the Queensland College of Teachers (QCT) to respond to, and facilitate the resolution of, complaints from the public, teachers or other stakeholder groups.

The CMS will facilitate the management of the receipt, processing and outcome of a customer complaint; comply with the *Queensland Public Service Act 2008*, s219A about the handling of customer complaints; and provide for giving notice of the outcome of a customer complaint to the complainant (unless the complaint was made anonymously).

The QCT aims to provide an easily accessible complaints system and to facilitate: resolution of complaints; a fair and objective system of assessment and action; and identification of trends and system improvements.

Scope

Complaints may be about a:

- service or action of the QCT
- an act, or failure to act, by the QCT
- the formulation of a proposal or intention by the QCT
- the making of a recommendation by the QCT
- the customer service provided by an employee of the QCT.

If contact with the QCT is essentially an enquiry (i.e. seeking information) or just a simple query (i.e. asking a question), then such a contact would not constitute a complaint under the CMS.

Out of scope

The complaints management system (CMS) does not include:

complaints against teachers	go to http://www.qct.edu.au/standards-and-conduct/complaints-against-teachers to read more about the types of complaints against teachers the QCT can deal with
reviews and appeals provided for under the <i>Education (Queensland College of Teachers) Act 2005</i>	go to https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2005-047 to read more about the QCT's functions and other purposes
employee grievances	go to the document titled, <i>Queensland College of Teachers Policy & Procedures Employee Complaints</i> , ref no 2014/166273, for more information
public interest disclosures or official misconduct complaints	go to http://www.qct.edu.au/about/our-policies to read more about making a public interest disclosure and guidelines
privacy complaints	go to https://www.oic.qld.gov.au/about/privacy/privacy-complaints to read more about privacy complaints
reviews provided for under the <i>Right to Information Act 2009</i> and access and the <i>Information Privacy Act 2009</i>	go to https://www.oic.qld.gov.au/guidelines for more information

How to make a complaint to the QCT

Complaints should include, where possible:

- the complainant's name and contact details
- full details of the events, dates and places concerning the complaint
- the names of others who may have witnessed or have information about the complaint
- any other evidence that supports the complaint
- the desired outcome.

Complaints may be lodged by one of the following options:

Online	http://www.qct.edu.au/about/qct-online-complaint-form
By post	Print and complete the Complaint form , and post to The Administrative Complaints Coordinator Queensland College of Teachers GPO Box 702 Brisbane Queensland 4001
By phone	telephone 07 3377 4777 or 1300 720 944 (for callers outside the metropolitan area)

Anonymous complaints

While anonymous complaints are not encouraged, they are accepted. They may be lodged by one of the options listed above. Complainants are encouraged to provide as much information as possible, which may be of assistance when investigating the complaint. It should, however, be noted that an anonymous complaint might be more difficult to investigate as, for example, further details of the circumstances relating to the complaint might be difficult to obtain.

Timeframes

A customer complainant can expect:

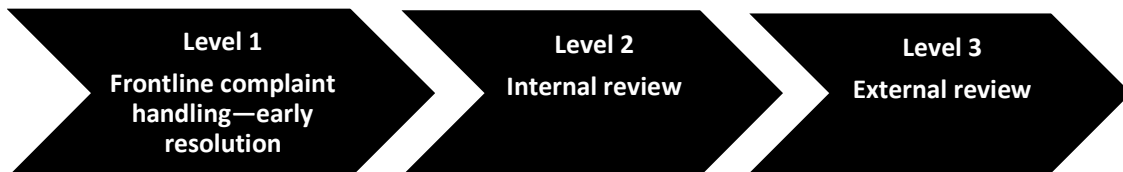
- a complaint to be acknowledged within five working days
- simple complaints (that are not of a serious nature and/or not requiring extensive investigation or consultation) is intended to be resolved within 20 working days
- if there is going to be a delay in responding to a complaint due to complexity or the requirement of extensive investigation, to be informed why and provided regular updates on the progress of the complaint.

Assessment and action

On receiving a complaint, the frontline complaint receivers will assess it to determine the urgency required for action and the level to which the complaint should be escalated.

Various levels of complaints will include:

- Level 1: Frontline complaint handling—early resolution.
- Level 2: Internal review.
- Level 3: External review.



Various action for dealing with complaints are:

Level 1 – EARLY RESOLUTION

- Complaint is received and resolved at first contact
- Complainant is advised of outcome and review rights if applicable
- Complaint is escalated to Level 2 if not resolved
- Complainant is referred to other actions listed above if the complaint is outside the scope of the CMS.

Level 2 – INTERNAL REVIEW

- Complaint managers or delegated officers assess, investigate and respond to complainants with reasons for decision and methodology for findings
- Complainant is advised of an outcome and external review rights
- Workflow is captured in CMS.

Level 3 – EXTERNAL REVIEW

- Complainant may wish to enquire about their matter with the Queensland Ombudsman <https://www.ombudsman.qld.gov.au/> or the Queensland Crime and Corruption Commission <http://www.ccc.qld.gov.au/>.

Definitions

- A **customer complaint** means a complaint about the service or action of the QCT, or its staff, by a person who is apparently directly affected by the service or action; and includes, for example, a complaint about any of the following: a decision made, or a failure to make a decision, by an employee of the QCT; an act, or failure to act, by the QCT; the formulation of a proposal or intention by the QCT; the making of a recommendation by the QCT; or the customer service provided by an employee of the QCT. Note complaints which are out of scope on page 1.
- A **complainant** is a person, organisation or their representative (including client, consumer, service user, customer, etc.) making a complaint.
- **Complaint receivers** are any employees of the QCT (permanent, temporary and casual) who are the initial receivers of the complaint.
- **CMS coordinator** is the officer designated to assess complaints and delegate resolution to other officers.
- **Complaint manager** is the business unit manager or officer delegated to deal with the complaint.

Supporting documents

- *Public Service Act 2008, s219A CMS for customer complaints*
- *Australian/New Zealand Standard—Guidelines for complaints management in organizations (AS/NZS 10002-2014).*