

# DP155 – Customer Complaints and Feedback Policy



Government of South Australia

Department for Infrastructure and Transport

## PURPOSE

The purpose of this policy is to provide the Department for Infrastructure and Transport (the department) with a uniform practice in the management of complaints, and ensure customers receive fair, professional and timely assistance in response to their complaint.

## SCOPE

This policy will apply to all complaints and feedback received from members of the public; but excluding matters that require referral to South Australia Police (SAPOL) or integrity oversight agencies.

## POLICY STATEMENT

The department is committed to delivering and maintaining high standards of customer service.

If a customer is not satisfied with the service or a product provided, we will openly accept feedback to help us consider how we may be able to improve our service standards.

All complaints will be dealt with in accordance with the three level model of complaint handling as expressed in the Australian Standards AS/NZS 10002:2014.

The department will establish procedures to enable complaints to be addressed in a timely manner. In all cases complainants will be provided with a clear, simple and streamlined response.

Wherever possible, complaints will be resolved promptly at the first point of contact. If a matter concerns an immediate risk to safety or security, the response will be immediate and will be escalated appropriately.

The department will resolve most complaints within 10 business days. In circumstances where a complaint requires a detailed investigation, you will be sent an acknowledgement via the original source i.e. email, post, telephone, to ensure you are kept informed.

If it is likely to take longer than 20 business days to resolve your complaint, you will be kept informed of progress on a regular basis until the matter is resolved.

Where possible, we will supply reasons for our decisions. If you are not satisfied with how your complaint has been handled, or the resolution provided, you can request the issue be escalated for review, either directly through the staff member handling the matter, or by contacting us with your reference number.

### Privacy

As part of our commitment to providing the highest possible level of customer service, we will accept anonymous complaints and investigate them where there is sufficient information to enable an investigation.

*DP155 – Complaint Management Policy*

*K-NET REFERENCE: 16308438*

*FILE NUMBER: 2020/04540/01*

If a customer has provided personal or sensitive information, operators are required to protect the customer’s privacy and manage any information in accordance with:

[PC012 – Information Privacy Principles \(IPPS\) Instructions](#)

**Monitoring, Evaluation and Review**

The Department will regularly review and monitor complaints received. Complaints will be recorded by the:

- number and types of complaint;
- resolution outcome;
- time taken to close the complaint.;
- number of matters that require escalation and
- reason for the escalation.

These will be reported to the Chief Executive and in the department’s annual report.

The department will analyse the information collected on the types of complaints, frequency of repeat complaints and resolution outcomes of complaints, to identify any systemic issues within the business and to determine methods to remedy any underlying issues.

For further detail on the complaints management process, please refer to OP029 - Complaints Management Procedure

**ROLES AND RESPONSIBILITIES**

Chief Executive	Policy Owner
Executive Director, People and Corporate Services	Policy Custodian, and is responsible for: <ul style="list-style-type: none"> <li>• The overall implementation of this policy</li> <li>• Ensuring that this policy is adhered to and that Workers are aware of their obligations under this policy</li> </ul>
Director, Legal and Statutory Services	Contact Officer for this policy is responsible for reviewing the policy by the required date
Workers	Must understand and comply with this policy
Executive Directors	Responsible for ensuring: <ul style="list-style-type: none"> <li>• the complaint management framework is visible, accessible and positively promoted throughout the department</li> <li>• their area is appropriately resourced, trained and engaged to handle and administer the complaint management framework</li> <li>• if the need arises, any escalated complaints are effectively managed</li> </ul>

Directors and Managers	<p>Responsible for:</p> <ul style="list-style-type: none"> <li>• effective, efficient and positive operation of the complaint handling framework</li> <li>• developing, implementing and administering the divisional procedures for complaint management</li> <li>• ensuring staff involved in the complaint management process are aware of their roles and responsibilities and are appropriately trained</li> <li>• understanding what is required to escalate an unresolved or unsatisfactorily resolved complaint</li> <li>• ensuring all staff are aware of the importance of an effective and positive complaint management framework</li> </ul>
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## DEFINITIONS

Complaint	A statement that something is unsatisfactory or unacceptable
Department	Department for Infrastructure and Transport
Workers	Refers to the department's ongoing, temporary and casual staff, staff seconded from another organisation, and contingent workers including labour hire, professional services contractors and consultants

## REFERENCES AND RELATED DOCUMENTS

- Guidelines for complaint management in organizations (AS/NZS 10002:2014)
- [DPC Charter of Public Service Guarantee](#)
- [Information Privacy Principles \(IPPS\) Instruction - PC012](#)
- [OP029 – Complaint Management Procedure](#)

## DOCUMENT APPROVAL

Approved by:	Tony Braxton-Smith, Chief Executive
Signature:	
Approval Date:	20.10.2020
Review Date: <i>3 years post approval date</i>	20.10.2023
Policy Contact Officer:	Graeme Jackson, Director, Legal and Statutory Services
Policy Custodian:	Executive Director
Division:	Public Affairs
Policy Owner:	Chief Executive