

Complaints and feedback management policy

Purpose

This policy outlines the Office of the SA Productivity Commission's (OSAPC) approach to effectively manage stakeholder complaints and feedback.

OSAPC is committed to making its complaints and feedback process transparent, accessible, inclusive and responsive.

The policy conforms to the guiding principles of the Australian and New Zealand Standard on Guidelines for Complaints Management in Organisations (AS/NZS 10002:2014) as described in the SA Ombudsman's Complaints Management Framework (March 2016).

The Complaints and Feedback Management Policy responds to the requirements of PC Circular 039 – Complaints management in the South Australian public sector. OSAPC's complaints management system (CMS) is aimed not only at improving the quality of its stakeholders' experience but also the conduct of its business.

Scope

This policy applies to all OSAPC staff, to be used in responding to complaints made by the office's stakeholders about any aspect of the office or the administration and management of an inquiry, review or research project.

Complaint management process

When a stakeholder makes a complaint, the following process will be followed:

Acknowledge the complaint within two business days through the stakeholder's preferred method of communication. The office will assess the complaint and the urgency of issues raised. The office may need to contact the stakeholder to clarify details or to seek further information. The stakeholder will be informed once an assessment has been made.

Investigate the complaint, impartially and confidentially. No assumptions will be made or actions taken until all relevant information has been collected and considered. If the complaint centres on an employee or group of employees, the Chief Executive will assign the investigation to an impartial officer.

Respond to the complaint within 21 business days, outlining the office's decisions, the reasons why the office arrived at the outcome, and any action to be taken to resolve or remedy the complaint. Where a complaint cannot be resolved within 21 business days, the office will provide the stakeholder with an interim response along with a timeframe of when they can expect a full response.

Reporting

The office will regularly review the complaints it receives. It will record the number and types of complaints received, the outcomes, and the number and purposes of escalations. These will be reported to the OSAPC Executive and will be included in the office's annual report.

Definitions

Term	Definition
Complaint	an expression of dissatisfaction about the action of the office, or its employees, by a person or organisation directly affected by the action where a response or resolution is explicitly or implicitly expected or legally required.
Feedback	any opinion, comment/suggestion, compliment or expression of interest/concern made directly or indirectly by a stakeholder where a response or resolution is not explicitly or implicitly expected or legally required.
Stakeholder	Any member of the public or parties external to OSAPC that deals with the office on matters relating to an inquiry, review, research project, management or administration.

Roles and responsibilities

Role	Listed responsibilities
Chief Executive	is accountable for the effective implementation of the policy. The Chief Executive (CE) promotes a culture that accepts complaints and values their effective resolution. The CE supports the use of complaints data to initiate improvements on how the inquiries, reviews and research projects are conducted. Responsible for managing a complaint relating to a specific employee.
Director / Project Lead	are responsible for ensuring the policy and procedures are visible, accessible, and promoted throughout the office and to stakeholders. They ensure the community can access the complaints process easily. They also ensure complaint and feedback data is collected, analysed and used to identify opportunities for systematic service improvements. They ensure employees managing complaints are resourced appropriately and supported in a timely manner. The relevant review/inquiry/research lead will manage the response to a complaint if it does not relate to a specific employee.
Office Manager	is responsible for collecting and compiling data including regular reporting to the Executives and for the annual report.
OSAPC staff	are required to comply with the policy. Employees must treat stakeholders with respect and assist them to make complaints and provide feedback where appropriate. Employees respond promptly to complaints, resolve issues in a timely manner and help to make improvements based on

Role	Listed responsibilities
	stakeholder complaints data. They promptly support colleagues who have an active complaints management role.

Related documents

Australian/New Zealand Standard: Guidelines for complaint management in organisations (AS/NZS 10002:2014)

[SA Ombudsman's Complaints Management Framework \(March 2016\)](#)

[Department of the Premier and Cabinet Circular 039 – Complaint Management in the South Australian Public Sector \(November 2018\)](#)

Acronyms

Acronym	Words
CMS	Complaints Management System
OSAPC	Office of the South Australian Productivity Commission.

DOCUMENT CONTROL:

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Date of approval: 12/10/2021	Revision number: 0.0
Date of review: N/A	Next review date: 1 December 2022