

GOVERNMENT DEPARTMENTS AND AGENCIES, COMPLAINTS MANAGEMENT SYSTEM

1259. Hon. C.L. Edwardes to the Minister for Education; Sport and Recreation; Indigenous Affairs

I refer to the report of the Auditor General No 9, October 2001, entitled Righting the Wrongs: Complaints Management in the Western Australian Public Sector and ask -

- (a) which of your agencies or departments have in place and operating a Complaints Management System (CMS);
- (b) how many of your agencies or departments have not got a CMS in place;
- (c) of those agencies or departments that have got a CMS in place, does the CMS comply with the essential elements of the Australian Standard on Complaints Handling;
- (d) if not, which elements are not being complied with;
- (e) since the operation of the CMS have audits been undertaken of individual complaint files;
- (f) since the operation of the CMS, have surveys of staff, consumers and complaints been undertaken; and
- (g) since the operation of the CMS what assessment has been undertaken of the database?

Mr CARPENTER replied:

WA Sport Centre Trust

- (a) The WASCT has a Complaints Management System in place for each of the venues under its management.
- (b) Not applicable
- (c) Unknown
- (d) Unknown
- (e) No
- (f) Yes
- (g) Annual customer satisfaction surveys are carried out

Department of Education Services & Curriculum Council

- (a) Both the Curriculum Council and Department of Education Services have Complaints Handling processes.
- (b) Not applicable
- (c) Both agencies comply with most essential elements of the Australian Standard on Complaints Handling.
- (d) The following elements are not being complied with:
 - a. data collections—not all complaints are logged systematically; and
 - b. reviews.
- (e) No.
- (f) Surveys of consumers and staff are undertaken regularly but no surveys which directly target the people making complaints have been undertaken.
- (g) Where data is formally collected, this is reviewed annually.

Department of Sport and Recreation

- a) Department of Sport and Recreation has a Complaints Management System (CMS) in place
- b) Not applicable
- c) DSR's CMS complies with the essential elements of the Australian Standards Complaints Handling
- d) Not applicable
- e) Not applicable—only recently implemented.
- f) Not applicable—only recently implemented.

g) Not applicable—only recently implemented.

Department of Education

- (a) The Department of Education currently operates in a devolved framework (schools and districts) for complaints management together with a process in central office to deal with complaints forwarded directly to the Director General. The Department is in the process of establishing a centralised Complaints and Investigation Management Unit which will include an effective data-base to track complaints with a view to improved service delivery.
- (b) Not applicable
- (c) Not entirely.
- (d) All elements other than Commitment, Remedies, and Access.
- (e) Yes—to the extent that policies and procedures have been developed for a more efficient and effective management of complaints.
- (f) Not from a system perspective but does occur at the local level to some extent.
- (g) Preliminary investigation to identify a more effective data base for tracking and monitoring complaints.

Country High School Hostels Authority

- a) The Country High School Hostels Authority (CHSHA) appoints a Board of Management to oversee the operations of each of its residential colleges. These Boards of Management include parents, school principals and members of the local community. Every residential college has a customer service charter, a parent handbook and policy manuals which include information about the college's complaints and grievance processes.
- b) Not applicable.
- c) The processes were developed prior to and independent of the Australian Standards.
- d) A cross-check with the Australian Standards is yet to be undertaken.
- e) Yes—as part of the annual college review process.
- f) Yes—in 1994, 1996, 1998, 1999, 2000, 2001.
- g) Level of parent, staff and student satisfaction with CHSHA complaint and grievance procedures is measured both at each college and across the system [see (f) above]. If the level of satisfaction in any college is low it is identified as a specific improvement matter for inclusion in the College Improvement Plan. The CHSHA also has identified customer service targets for parents, students, staff and business partners in its 2000-2003 Strategic Plan.

Department of Indigenous Affairs

- (a) The Department of Indigenous Affairs (DIA).
- (b) Not applicable.
- (c) Yes.
- (d) Not applicable.
- (e) Yes.
- (a) The DIA has completed surveys of customers and performance information in annual reports of 1999–2000 and 2000–2001.
- (g) Regular assessment of the database has been undertaken as part of system maintenance and updating of the CMS.

Western Australian Institute of Sports

- (a) No
- (b) Not applicable
- (c) Not applicable
- (d) Not applicable
- (e) Not applicable

- (f) Not applicable
- (g) Not applicable