

GOVERNMENT DEPARTMENTS AND AGENCIES, COMPLAINTS MANAGEMENT SYSTEM

1263. Hon. C.L. Edwardes to the Minister representing the Minister for Housing and Works; Local Government and Regional Development; the Kimberley, Pilbara and Gascoyne

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?

Ms MacTIERNAN replied:

Department of Local Government and Regional Development

- (a) Department of Local Government and Regional Development
- (b) N/A
- (c) Yes.
- (d) N/A
- (e) No.
- (f) Yes. An annual client survey is undertaken by the department.
- (g) None.

The Department of Housing and Works

- (a) Department of Housing and Works, Government Employees Housing Authority and Country Housing Authority all have in place a Complaints Management System.
- (b) N/A
- (c) Yes, with the exception of elements of visibility and access to information on how customers may lodge a complaint, which need to be improved.
- (d) As above. This information is due to be redrafted under the new merged department and will be published on the internet and brochures will be available at all departmental offices.
- (e) No
- (f) Yes
- (g) Complaints are recorded and the data collected is collated and used as a performance measure in the agency's internal reporting.

State Supply Commission

- (a) The State Supply Commission has a Complaints Management System in place.
- (b) N/A
- (c) The State Supply Commission's Complaints Management System complies with the essential elements of the Australian Standard on Complaints Handling.
- (d) N/A
- (e) N/A
- (f) The State Supply Commission undertakes an annual customer satisfaction survey of Chief Executive Officers, Principal Purchasing Officers of public sector agencies and industry association.
- (g) N/A

Gascoyne Development Commission

- (a) The Gascoyne Development Commission has recently implemented a formal Complaints Management System.
- (b) N/A
- (c) Given the small size of the Gascoyne Development Commission, the CMS is basic but complies with most aspects of the Australian Standard on Complaints Handling.
- (d) N/A
- (e) No audit has been undertaken
- (f) The Gascoyne Development Commission undertakes a survey of customers and clients every two (2) years. The results of this survey are published in the Annual Report.
- (g) No assessment has been undertaken of the database.

Kimberley Development Commission

- (a)-(b) The Kimberley Development Commission does not have a formal Complaints Management System in place.
- (c)-(g) N/A

Pilbara Development Commission

- (a)-(b) The Pilbara Development Commission does not have a formal Complaints Management System.
- (c)-(g) N/A