

GOVERNMENT DEPARTMENTS AND AGENCIES, COMPLAINTS MANAGEMENT SYSTEM

1258. Hon. C.L. Edwardes to the Minister for State Development; Tourism; Small Business

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 BROWN replied:

I am advised that:

Department of Industry and Technology:

- (a) Department of Industry and Technology.
- (b) Not applicable.
- (c) Yes.
- (d) Not applicable.
- (e) No.
- (f) No.
- (g) None.

Department of Mineral and Petroleum Resources:

- (a) The Department of Mineral and Petroleum Resources is in the process of developing a Complaints Management System, although it has not yet been implemented.
- (b)-(g) See (a).

Western Australian Tourism Commission:

- (a)-(b) The Western Australian Tourism Commission has in place a system to manage complaints received at the Western Australian Visitor Centre. General complaints about the WATC are not specifically managed by a CMS.
- (c)-(d) WATC complaints handling has not been tested by the agency for compliance with the Australian Standard on Complaints Handling.
- (e) WATC undertakes annual surveys of staff, the tourism industry and consumer satisfaction levels.
- (f) Yes.
- (g) Annual satisfaction levels are benchmarked against targeted levels and previous years.

Rottnest Island Authority:

- (a)-(b) The Rottnest Island Authority does not have a formalised Complaints Management System as described by the Office of the Auditor General, but is moving to a formalised system having regard for the findings and recommendations of the Auditor General's report.
- (c)-(g) Not applicable.

Small Business Development Corporation:

- (a) Small Business Development Corporation.

- (b) Not applicable.
- (c) Yes.
- (d) Not applicable.
- (e) No.
- (f) No surveys have been undertake of staff and consumers in relation to complaints.
- (g) The Corporation's Complaints Management System is assessed regularly to ensure its effectiveness is maintained.