

GOVERNMENT DEPARTMENTS AND AGENCIES, COMPLAINTS MANAGEMENT SYSTEM

1256. Hon. C.L. Edwardes to the Minister for Police and Emergency Services; Minister assisting the Minister for Planning and Infrastructure

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?

Mrs ROBERTS replied:

Fire and Emergency Services (FESA)

- (a) FESA has a Customer Feedback system in place which encompasses all forms of feedback including complaints.
- (b) N/A
- (c) Yes
- (d) N/A
- (e) No. FESA's Customer Feedback system will be audited at the end of each financial year for annual reporting requirements.
- (f) FESA undertook benchmark research into staff and customer attitudes and perceptions towards the organisation prior to developing its Customer Service Charter and subsequent Customer Feedback system. A quarterly report is prepared on FESA's Feedback system.
- (g) The first quarterly report is due to be presented to FESA's Corporate Executive in January 2002.

Western Australia Police Service (WAPS)

- (a) The Police Service has a Complaints Management System.
- (b) Not applicable
- (c) The Police Service Complaints Management System complies with most of the essential elements of the Australian Standard on Complaints Handling.
- (d) The areas in which the Police Service does not comply with the Australian Standard on Complaints Handling are:

Actively seeking feedback—there is no system in place for actively surveying complainants, however, feedback from the State Ombudsman's office who made an undertaking in 1998 to survey complaints which were dealt with by the Local Resolution process, provides some information in relation to consumer response to the Complaints Management System.

Written policy—The Police Service has written procedures and practices for the conducting of both major inquiries and Local Resolution matters included in the COPS manual. Policies which include the overall philosophy of complaint handling are not documented.
- (e) All Police Service internal investigations arising from public complaints are subject to the scrutiny of the State Ombudsman, and, where issues are of a serious or significant nature, the Anti-Corruption Commission.
- (f) No

- (g) The Police Service has operated a Complaint Management System since 1987. A review and upgrade of the database was undertaken in 1994, and again in 1996. The current database is currently under review.

Department of Transport

- (a) N/A
- (b) Transport Licensing
- (c) N/A
- (d) N/A
- (e) N/A
- (f) N/A
- (g) N/A