

GOVERNMENT DEPARTMENTS AND AGENCIES, COMPLAINTS MANAGEMENT SYSTEM

1251. Hon. C.L. Edwardes to the Premier; Minister for Public Sector Management; Federal Affairs; Science; Citizenship and Multicultural Interests

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?

Dr GALLOP replied:

I am advised that :

Department of the Premier and Cabinet

- (a)-(d) The Department of the Premier and Cabinet has a 'Complaints Handling Policy' and 'Guidelines for Lodging and Handling Complaints'. The Policy and Guidelines have been reviewed recently and have been found to cover most of the elements of the Australian Standard on Complaints Handling.

The Policy and Guidelines are being revised to improve data collection, identification and rectification of systemic problems and accountability.
- (e) Audits of individual complaints files are not an essential part of the Australian Standard on complaints handling.
- (f) Customer satisfaction surveys are conducted on an annual basis.
- (g) None

Anti-Corruption Commission

The Anti-Corruption Commission has provided the following information:

- (a) The Anti-Corruption Commission adopts a formal approach to handling complaints, which equates to a Complaints Management system.
- (b) Not applicable.
- (c) In most respects the process followed conforms to the essential elements of the Australian Standard on Complaints Handling.
- (d) Complaints are not classified for subsequent analysis (due to the small number and individual nature of complaints received), and they are not currently part of performance reporting.
- (e) No.
- (f) Survey of Public Sector clients.
- (g) Complaints information is held on individual official files, not a consolidated database.

Governor's Establishment

- (a)-(b) No Complaints Management System.
- (c)-(g) Not applicable.

Office of the Public Sector Standards Commissioner

The Commissioner for Public Sector Standards advises as follows:

- (a) There is an informal system in place to deal with complaints.

- (b) Not applicable
- (c) The system has not been formally assessed against the Australian Standard but appears to comply with all the essential elements with the exception of those listed in part (d).
- (d) 2.5, 2.6, 2.7, 2.11, 2.12, 2.13, and 2.14
The Office has recently set up an internal working group to formalise and document the complaints handling process for this Office. The new complaints process will comply with the requirements of the Australian Standard.
- (e) No
- (f) No
- (g) There is no database in place.