

GOVERNMENT DEPARTMENTS AND AGENCIES, COMPLAINTS MANAGEMENT SYSTEM

1253. Hon. C.L. Edwardes to the Attorney General; Minister for Justice and Legal Affairs; Electoral Affairs; Peel and the South West

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 McGINTY replied:

DEPARTMENT OF JUSTICE
DIRECTOR OF PUBLIC PROSECUTIONS
ELECTORAL COMMISSION
OFFICE OF THE INSPECTOR OF CUSTODIAL SERVICES
PEEL DEVELOPMENT COMMISSION
SOUTH WEST DEVELOPMENT COMMISSION

- (a) None of the above.
- (b)-(g) Not Applicable

EQUAL OPPORTUNITY COMMISSION

- (a) Yes
- (b) Not Applicable
- (c) Yes
- (d) Not Applicable
- (e) Yes
- (f) Yes
- (g) Annual review of rates of customer satisfaction with levels of services.

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- (a) Yes
- (b) Not Applicable
- (c) Yes
- (d) Not Applicable
- (e) Yes
- (f) No
- (g) Database is audited as part of the Law Society accreditation requirements, and is analysed on an on-going basis for identification of any issues.

OFFICE OF THE INFORMATION COMMISSIONER

- (a)-(e) The Information Commissioner deals with complaints under the Freedom of Information Act 1992 and the procedures prescribed in the legislation must be followed during the external review process.
- (f) Surveys of participants are administered in all cases to obtain feedback and determine their degree of satisfaction with the process.

(g) Not applicable