

GOVERNMENT DEPARTMENTS AND AGENCIES, COMPLAINTS MANAGEMENT SYSTEM

1262. Hon. C.L. Edwardes to the Parliamentary Secretary to the Minister for Agriculture, Forestry and Fisheries; the Midwest, Wheatbelt and Great Southern

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 LOGAN replied:

Department of Agriculture

- (a) The Department of Agriculture does not have a single electronic complaints management system. However, it has a number of complaints policies and procedures and manual systems in place. This situation is under review.
- (b) Not applicable
- (c) Yes
- (d) As part of the review elements 5 (access) and 11 (systematic and recurring problems) are being improved
- (e) No
- (f) Yes
- (g) Not applicable

Department of Fisheries

- (a) Currently the Department of Fisheries does not have an operating Complaints Management System that complies with the Australian Standard of Complaints Handling.
However, on October 30 the Department's Customer Service Council, which comprises representatives of Departmental senior management and key stakeholders, approved a complaints management policy that complies fully with the Australian Standard.

The Department is now in the process of implementing the system.

- (b)-(g) Not applicable

Forest Products Commission

- (a) The Forest Products Commission in its first year has continued to use the Customer Services Standard previously used in the Department of Conservation and Land Management. Development will be undertaken during 2002 to refine customer services including complaints management for the Commission.
- (b)-(g) Not applicable

Mid West Development Commission

- (a) The Mid West Development Commission does not have a Complaints Management System (CMS) in place.
- (b)-(g) Not applicable

Wheatbelt Development Commission

- (a) The Wheatbelt Development Commission does not have a Complaints Management System (CMS) in place.
- (b)-(g) Not applicable

Great Southern Development Commission

- (a) The Great Southern Development Commission does not have a Complaints Management System (CMS) in place.
- (b)-(g) Not applicable