



Complaints Handling Policy

Policy Statement

The Complaints Handling Policy is to ensure customers can provide feedback which will be used to improve service delivery.

Scope

This policy applies to all complaints and feedback about products and services provided by all staff of Department of Transport (DoT).

Purpose of the Policy

The purpose of the policy is to provide complaint mechanisms which are customer friendly and flexible in order to meet the needs of all customers. We aim to build a culture of customer service excellence through leadership, knowledge, empowerment, skills and processes to ensure all complaints are properly investigated. We will use customer feedback and complaints as opportunities to not only resolve our customers' concerns, but to build our knowledge and continuously improve our products and services.

Policy Summary

The effective management, recording and reporting of customer complaints and feedback in line with [Public Sector Commissioner's Circular 2009-27 - Complaints Management](#) and the [Australian Standard – Customer satisfaction – Guidelines for complaints handling in organizations \(AS ISO 10002-2006\)](#), to improve our customer service.

Policy Requirements

What is a Complaint?

A Complaint is any unresolved expression of dissatisfaction raised with the Department by, or on behalf of a customer, including members of the public, government agencies, or other external organisations, that relates to the Department's products or services, the performance, behaviour and conduct of staff, or the complaints handling process itself.

A Complaint can be made in person, by phone, fax, online or in writing.

A Complaint does not include the following:

- any contact relating to a product or service, where information or clarification is sought about Government policies and/or legislation which is outside the direct control of the Department;
- matters that are covered by existing statutory processes that provide appeal mechanisms;
- approaches made directly to the Minister or the State Ombudsman;
- allegations of misconduct by public officers involving corrupt or criminal activities must be reported to the [Corruption and Crime Commission](#);
- disclosures about wrongdoing within the State public sector involving improper conduct or irregular use of public resources can be pursued through the Public Interest Disclosure process;
- issues raised by staff about internal matters. These issues are covered by the Department's Grievance Resolution policy.

Guiding principles we will adopt for the management of complaints:

- be courteous, protect the complainant's confidentiality and privacy and offer whatever assistance they need to lodge a formal complaint, recognising their right to be heard without fear or retribution and at no charge;
- promptly acknowledge and be fair, objective and professional in the assessment of complaints;
- endeavour to resolve matters to the satisfaction of all parties within the constraints of legislative and policy requirements;
- allocate resources to support the complaints handling process and ensure all documentation is stored within the Departmental recordkeeping system (in electronic or paper format, as appropriate);
- use customer feedback to continually improve our products and services; and
- refer any complainant who remains dissatisfied with the outcome or management of their complaint to the [Ombudsman](#) who can assist in resolving disputes with public sector agencies.

Reference Links (Legislation, Government Policy, Delegations, DoT Policy)

- [Public Sector Commissioner's Circular 2009-27 - Complaints Management](#)
- [Australian Standard – Customer satisfaction – Guidelines for complaints handling in organizations \(AS ISO 10002-2006\)](#)
- [WA Government Complaints Information Site](#)

Document Control

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