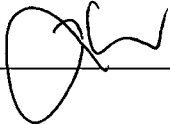




Complaints Policy and Procedure

Version Number:	V1.0
Release Date:	28-11-2017
Next Review Date:	November 2020
Approved by:	Janet Miller Chief Executive Officer
Signature:	

Electronic version on the Authority Intranet is the controlled version.

Printed copies are considered uncontrolled.

Before using a printed copy, verify that it is the current version.

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1 Policy Statement

Centennial Park Cemetery Authority (CPCA) is committed to the provision of quality service to customers and regards complaints as an opportunity to improve practices and procedures as well as resolving the matter. The aim of this Policy is to provide a fair, consistent and structured process for CPCA's customers if they are dissatisfied with an action, decision or service. Lessons learnt from complaint investigations will be used to directly inform service improvements. Emphasis will be placed on resolving complaints as quickly as possible.

CPCA is committed to resolving complaints, improving relations, building loyalty and improving CPCA's accountability and transparency.

2 Policy Principles

This Policy is based on five principles, which will be fundamental in the way CPCA approaches complaint handling. They are:

- Fairness: treating complainants fairly with impartiality, confidentiality and transparency at all stages of the process;
- Accessibility: ensuring broad public awareness about CPCA's Policy and a range of contact options;
- Responsiveness: providing sufficient resources and well trained staff; reviewing and improving systems;
- Efficiency: resolving complaints as quickly as possible, while ensuring that they are dealt with at a level that reflects their level of complexity; and
- Cooperation between different areas of CPCA where the complaint overlaps functional responsibilities.

3 Policy Objectives

The objectives of the Complaints Handling Policy and Procedure are to ensure that:

- Complaints are actioned promptly and appropriately;
- All complaints will be captured in TRIM.

4 Definition

The following should act as a guide:

- Complaint: An expression of dissatisfaction with a specific product or service delivered by CPCA or its representatives that has failed to reach the standard stated, implied or expected that has impacted, or continues to impact, negatively on the complainant's use of the Park or the facilities. This includes complaints about a service that has been, or should have been delivered.
- Feedback: Can take the form of comments or an expression of an opinion, both positive and negative, about services or facilities provided by CPCA without necessarily requiring a corrective action, change of services or formal review of a decision. Feedback may, however, influence future service reviews and delivery methods.
- Matters for Attention: Is a request for action and is not handled by this Policy.

5 Scope

This Policy and associated Procedure apply to all staff, volunteers and contractors where CPCA has failed to meet the regular standards for a service or product which has been, or should have been, delivered.

Correspondence in which a complaint is directed towards a specific team member to be handled in accordance with this Policy and copied to the team member's Supervisor. If the complaint also refers to a specific service conducted by CPCA, the matter will be discussed between the Supervisor and HR as to the appropriate manner in which the complaint should be noted in the CMS.

6 Procedure

Complaints can be received via the website, email, social media, telephone, letter or face-to-face. The procedure may vary depending on the way in which the complaint is received.

6.1. Complaints Received Electronically or Via Mail

- Complaints are entered directly in to the CMS Complaints Module;
- Person entering the complaint actions it via the CMS to the relevant person;
- The response and or action is recorded in the CMS; and
- The CMS automatically integrates with the records management system (RMS) ensuring correct folders with predetermined naming conventions, business classification and disposal schedule.

6.2. Complaints Received Via Telephone or Face-to-Face

- Complete a Record of Conversation (ROC);
- Attach the ROC to the Complaint Module in the CMS;
- Complaint actioned to the Supervisor and
- The integration with the RMS is as above.

6.3. Complaints Received Via the Media

Complaints received via the media are to be handled according to the Complaint Handling Policy and Procedure and as advised by the Manager Business Development & Client Services and Marketing and Communication Coordinator, such as Letters to the Editor and are to be recorded in the RMS by the Records Management Officer under publications about CPCA.

7 Roles and Responsibilities

All staff are empowered to handle complaints in the first instance and it is preferable that they are dealt with promptly at the initial point of contact and at the appropriate officer level.

Complaints should only be escalated when the matter is more appropriately dealt with by a more senior employee, for example adverse media response or legal action.

7.1. Coordinator – Customer Care & Support

The Coordinator – Customer Care and Support is responsible for:

- Ensuring that a complaint is acknowledged within 24 hours during which an expected next contact will be advised;
- Responding and/or disbursing the escalated complaint;

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- Monitoring response times and appropriateness of response;
- Reporting on trends to improve service delivery;
- Liaising with the Freedom of Information (FOI) Officer when a request has been lodged.

7.2. Records Management Officer

The RMO is responsible for ensuring that the Records Management System is capturing and classifying complaints and feedback appropriately.

As FOI Officer coordinate responses to FOI requests in compliance with the Freedom of Information Act 1991.

8 Deviation

Deviations from this Policy must be authorised by the CEO and all deviations recorded.

9 Compliance

All Policies and Procedures comply with the formatting and definitions contained within 30.0 Governance Statement Policy.