

## Policy and Procedure Register updates – Summary of changes to:

### Complaints and grievances management policy and customer complaints management procedures

#### 1. Reason for new/updated policy or procedure (select all that apply)

- |   |   |                                |
|---|---|--------------------------------|
| <input checked="" type="checkbox"/> Change of policy/procedure requirements | <input checked="" type="checkbox"/> Audit/review recommendation |                                |
| <input checked="" type="checkbox"/> Change to legislation/delegations       | <input checked="" type="checkbox"/> Due for review              | <input type="checkbox"/> Other |

The department currently has a number of complaints and grievances processes in place. To make it easier to navigate between these different processes, a new *Complaints and grievances management policy* has been developed to provide an overarching picture of these various processes and set a shared policy position on complaints management for the department. This policy will be supported by different existing procedures that explain each distinct complaints process.

Some existing procedures were also due for review and have been updated to align with new Whole of Government customer complaint requirements and legislation, and to address audit recommendations, including the:

- Customer complaint management procedure
- Internal review procedure; and
- Managing unreasonable complainant conduct procedure.

#### 2. Summary of changes

##### Complaints and grievances management policy

- The new policy does not reflect any change in process to how each complaint type is managed under its relevant procedure. Rather, the policy provides a point of reference for complainants and staff to understand each process and directs readers to the appropriate procedure document to understand how a particular complaint or grievance will be managed.
- The existing [Customer complaints management policy](#) and [Excluded complaints factsheet](#) will be decommissioned upon release of this new policy.
- Changes will also be made to the department's website to align with the new policy, once released.

##### Customer complaint management procedure and framework, and Internal review procedure

- Existing procedure and framework updated to align to the new Whole of Government customer complaint management framework and guideline. The new guideline introduces changes to timeframes which have been incorporated, including:
  - acknowledging customer complaints within 3 days;
  - resolving customer complaints within 30 days;
  - providing complainants must request an internal review within 20 days, and agencies must aim to resolve internal reviews within 20 days.
- Resolution of complaints and internal reviews within 'school days' has been maintained for school-related complaints.
- The Internal review procedure includes some changes to improve clarity around human rights considerations.

Managing unreasonable complainant conduct procedure

- Existing procedure updated to:
  - allow broader application of the procedure to staff managing different types of complaints in the department, with the exception of individual employee grievances;
  - improve clarity about the termination process; and
  - better outline human rights considerations when managing unreasonable complainant conduct.
- The approver of a termination process has been changed for divisions to provide that an Assistant Director-General (ADG) can approve termination, rather than a Deputy Director-General (DDG). Regional Directors (RD) remain the approver for regions.
- A new guideline has been developed to assist staff in best practice management of unreasonable complainant conduct. This replaces the *Unreasonable complainant conduct matrix*.

School customer complaint resources

- Existing resources updated to align to new corporate style guide and minor changes made to wording to include references to other potentially relevant complaints processes, such as privacy complaints.

Child friendly complaint resources

- To address a recommendation about child friendly complaints processes from the *Royal Commission into Institutional Responses to Child Sexual Abuse*, the following resources have been developed:
  - a child-friendly complaints poster to support children and young people to raise complaints; and
  - a new guideline to assist staff to manage complaints from children and young people.
- These resources do not introduce new requirements – but instead offer another channel through which complaints can be raised and provide staff with insight into better practice approaches to managing these complaints.
- No changes are proposed to the existing [Child friendly complaint form](#), aside from creating a fillable form for electronic completion.

**3. Impacts to roles and responsibilities**

Does the new/updated content change staff roles/responsibilities *in any way*?  Yes  No

If yes, select the type of change: (select all that apply)

Revised responsibilities  New/additional responsibilities  Removed responsibilities

Position title	Summary of change	Page #
<a href="#">Customer complaint management procedure</a> Complaints officer	Acknowledge complaint within 3 days	5
<a href="#">Customer complaint management procedure</a> Complaints officer	Aim to resolve complaint within 30 days	6
<a href="#">Internal review procedure</a>	Aim to resolve internal review within 20 days	5

Complaints officer		
<u>Managing unreasonable complainant conduct procedure</u> Complaints officer	Consideration of human rights as part of managing unreasonable complainant conduct.  Clarification of termination process and implications.	2, 5, 6  6-7
<u>Managing unreasonable complainant conduct procedure</u> RD or ADG	Change from DDG to ADG for termination approval. RDs remain approvers for regions.	3, 6-7
<b>4. Communication and support for implementation</b>		
<p>Targeted communication and support will be provided to staff managing complaints. Communications to employees more broadly about the new policy and updates to the procedures will take place through ConnectED. Changes will also be made to the Customer Complaints OnePortal page.</p> <p>Externally, the department's <a href="#">Complaints, enquiries and feedback</a> website will be updated to reflect these changes.</p>		
<p><b>For further assistance, please contact:</b></p> <ul style="list-style-type: none"> <li>Policy/procedure contact: customercomplaintsgs@qed.qld.gov.au</li> </ul>		