

## QM Policy: Customer Complaints

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### 1.0 POLICY STATEMENT

Queensland Museum Network (QMN) values all feedback from customers as an important tool to ensure that our services and actions are meeting their intended purposes, and to continually improve.

### 2.0 DEFINITIONS

**Customer** A person or organisation accessing QMN's services or products.

**Customer complaint** An expression of dissatisfaction made to or about QMN's products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required (Definition from AS/NZ 10002:2014).

**Customer Feedback.** An opinion, comment, suggestion, compliment or expression of interest or concern about the Queensland Museum related to its products services or the actions of its staff. In most instances, customer feedback will not require a formal response unless specifically requested by the customer.

**QMN** Queensland Museum Network

### 3.0 SCOPE

The policy applies to all customer complaints received in relation to all QMN services and staff.

The QMN's Customer Complaints Policy does not replace or interfere with legislation or policy dealing with complaints about privacy, right to information, official misconduct or maladministration, criminal conduct or illegality, or matters specifically dealt with through other legislative and/or appeal processes.

Service requests, general enquiries, research requests, and feedback provided as a result of a consultation process are not considered complaints for the purposes of this policy.

### 4.0 POLICY BASE

QMN's customer complaints management system aligns with s219A of the *Public Service Act 2008*.

### 5.0 PRINCIPLES

We acknowledge the right of QMN customers to express dissatisfaction with our services and actions, and to seek redress. The aims of this policy are that:

- customer complaints are managed fairly, promptly, consistently and confidentially; and

## QMN96 Customer Complaints Management Policy and Procedure

- relevant findings from customer complaints are used to inform the improvement of QMN procedures and practices.

QMN commits to the principles and standards below in managing customer complaints.

<b>Principle</b>	<b>Standard</b>
<b>People-focussed</b>	<ul style="list-style-type: none"> <li>• Acknowledging that everyone has a right to complain, and that complaints provide valuable opportunities for improvement</li> <li>• Treating any person making a complaint with respect, and involving them in the response process wherever possible</li> </ul>
<b>Visible and accessible</b>	<ul style="list-style-type: none"> <li>• Publishing our customer complaints management policy on our website and intranet, and making it available in hard copy on request</li> <li>• Making it clear (in person and on our websites) how and where a customer can complain, and what information they need to provide</li> <li>• Providing assistance, if needed, to help a person make a complaint</li> <li>• Treating complaints that are provided anonymously or through an authorised third party in the same way as any other complaint</li> <li>• Ensuring there is no charge for making a complaint</li> </ul>
<b>Responsive</b>	<ul style="list-style-type: none"> <li>• Ensuring that all QMN staff are aware of our complaints management process</li> <li>• Referring relevant complaints to external agencies as soon as possible if they are not within our scope to act upon</li> <li>• Promptly acknowledging the receipt of a complaint if it has not been resolved at the point of contact</li> <li>• Providing advice to complainants about the process and timeframes for response to their complaint, and giving reasonable updates on progress</li> </ul>
<b>Objective and fair</b>	<ul style="list-style-type: none"> <li>• Dealing with complaints fairly and objectively, and giving all parties an opportunity to state their case wherever practicable</li> <li>• Protecting the rights of employees where they are the subject of a complaint, or if a complainant is behaving unacceptably</li> <li>• Ensuring that any personal information related to a complaint is managed in line with the <a href="#">Information Privacy Act 2009</a></li> <li>• Ensuring that any internal review of a decision is undertaken by a different and no less senior officer with access to all relevant information</li> </ul>

Principle	Standard
<p><b>Communicative and provides remedies</b></p>	<ul style="list-style-type: none"> <li>• Advising parties of outcomes as soon as possible after a decision is made, and providing reasons for negative decisions</li> <li>• Considering the remedy sought by the complainant as the first option</li> <li>• Offering remedies that are fair to both the complainant and to QMN</li> <li>• Offering similar remedies to all people in the same situation</li> <li>• Providing information about available options for review of a decision</li> </ul>
<p><b>Effective and monitored</b></p>	<ul style="list-style-type: none"> <li>• Ensuring that appropriate training and other resources are available to staff to ensure that the system is as effective as possible</li> <li>• Seeking feedback from complainants about the way their complaint was managed</li> <li>• Making accountability for our complaints management system clear</li> <li>• Regularly reviewing and reporting internally on de-identified complaints to ensure that they are resolved within established timeframes; that lessons learnt from complaints are acted upon; and that trends are identified</li> <li>• Reporting externally on our website</li> <li>• Regularly reviewing the policy and procedures</li> </ul>

## 6.0 MANAGEMENT OF CUSTOMER COMPLAINTS

### 6.1 How to Make a Complaint

Complaints may be made orally or in writing, however customers are encouraged to submit their complaint online. If a customer is unwilling or unable to lodge the complaint themselves, the receiving staff member makes a decision to lodge on their behalf in the interests of possible operational improvements that may be made as a result.

Complaints may be made:

- Online via the Contact Us Page for each Museum and the Network using the complaints form.
- In writing to Queensland Museum Network, PO Box 3300, South Brisbane BC, QLD 4101 using the Complaint Lodgement Form (not mandatory)
- By phone +61 (0)7 3840 7555
- By fax +61 (0)7 3846 1918
- In person to a staff member at the front counter of any QMN museum or facility

To lodge a complaint, customers should provide:

- Name and preferred contact details of the customer lodging the complaint (complaints may also be lodged anonymously)
- The reason for the complaint, including the date, time, location and as many other details as possible of any incident
- The complainant's desired outcome.

Customers wishing to make a complaint in person are advised that, depending on the nature or complexity of the complaint, a resolution may not be immediately available and may require follow up by the appropriate staff member/supervisor. Customers may also be directed to submit their complaint in writing, or via the QMN's website complaint form.

Customers who are deaf or have a hearing or speech impairment can lodge a complaint via the National Relay Service (<http://relayservice.gov.au>). Customers can access help to lodge a complaint in languages other than English via the National Translating and Interpreting Service (<http://www.tisnational.gov.au>). Any costs associated with these services will be met by the Queensland Museum Network.

### 6.2 Feedback to Complainant

Feedback related to a complaint may be requested via any of the methods listed above.

With reference to the joint Australian/New Zealand Standard 10002:2014, possible remedies for the resolution of complaints may include:

- Communication with the complainant
- Rectification for detriment to the complainant
- Mitigation to reduce the adverse consequences for the complainant
- Satisfaction of reasonable concerns raised by the complainant
- Compensation for detriment sustained

Queensland Museum may receive complaints that fall outside its jurisdiction. In that case, the complainant should be made aware of the fact that the complaint is not within our jurisdiction and should be assisted to identify the relevant agency or body. The complainant may also receive reasonable assistance to identify the procedure for making a complaint to the agency or body.

## 7.0 TIMEFRAMES

- The complaint must be acknowledged within 5 working days. This acknowledgement must outline how the complaint will be managed, including an estimated timeframe for resolution and if necessary, how progress reports will be provided.
- Simple complaints (that are not of a serious nature and/or not requiring extensive investigation or consultation) must be resolved within 20 working days
- If there is going to be a delay in responding to a complaint due to complexity or the requirement of extensive investigation, the customer is to be informed why and provided regular updates on the progress of the complaint.

## 8.0 RESPONSIBLE OFFICERS

The Chief Operating Officer is Accountable Officer for QMN's *Customer Complaints Policy* and related procedures.

Except where special circumstances exist, all complaints unable to be resolved at a local level will be managed by the QMN Executive Leadership Team.

## 9.0 RELATED DOCUMENTS

DOCUMENT TITLE	DOCUMENT LOCATION
Code of Conduct for the Queensland Public Service	<a href="http://www.qld.gov.au/gov/code-conduct-queensland-public-service">www.qld.gov.au/gov/code-conduct-queensland-public-service</a>
Queensland Ombudsman's <i>Guide to Developing Effective Complaints Management Policies and Procedures</i>	<a href="http://www.ombudsman.qld.gov.au">www.ombudsman.qld.gov.au</a>
Australian/New Zealand Standard AS/NZ 10002:2014 <i>Guidelines for complaint management in organizations</i>	N/A

## 8.0 MORE INFORMATION

<b>Policy owner:</b>	Chief Operating Officer
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## 9.0 AUTHORISATION

<b>Approved by:</b>	Dr Jim Thompson
<b>Title:</b>	A/CEO and Director, Queensland Museum Network
<b>Approval date:</b>	May 2018

## 10.0 REVIEW PROCESS

This policy will be reviewed every 3 years and at other times if any significant new information or legislative or organisational change warrants a change to this document.