



Customer Complaints Management Policy and Procedures

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1. Authority

State Librarian and Chief Executive Officer.

2. Responsibilities

The State Librarian and Chief Executive Officer is responsible for State Library of Queensland's (State Library) Customer Complaints' Management System. In addition, the Senior Management Team, the Complaints Manager, people leaders and all staff handling complaints have responsibilities with regard to complaints. Roles and responsibilities regarding the management of complaints are assigned with reference to AS/NZS 10002-2014 Guidelines for complaints management in organisations.

POLICY

3. Policy Statement

State Library welcomes feedback and complaints to assist with continual improvement of service delivery. State Library is committed to ensuring that anyone using State Library services can make a complaint and will have that complaint addressed in a fair accountable and transparent way.

4. Purpose

The Policy and Procedures describe the principles and processes that will be used by the State Library in managing customer complaints in line with section 219A of the *Public Service Act 2008* and AS/NZS 10002-2014 *Guidelines for complaints management in organisations* and with reference to the *Human Rights Act 2019*.

5. Scope

The Policy and associated Procedures apply to customer complaints received in relation to State Library services and staff.

State Library's Customer Complaints Management 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.

State Library will properly consider human rights when making decisions in relation to complaints and will act in ways that are compatible with human rights.

6. Definitions

WORD	DEFINITION
Complaint	An expression of dissatisfaction made, by a person who is apparently directly affected, to or about the State Library relating to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.
Complainant	The person, organisation or its representative making a complaint.
Customer	The organisation or person that receives a product or service.
Feedback	An opinion, comment, suggestion, compliment or expression of interest or concern about the State Library related to its products, services or the actions of the State Library's staff.

7. Principles for managing complaints

When applying this policy, the State Library will act and make decisions in a way that is compatible with human rights and give proper consideration to all human rights relevant to a decision as required by the *Human Rights Act 2019*.

State Library has also developed a decision-making process based on Queensland Human Rights Commission material to provide guidance about compatibility with human rights, when acting or making decisions.

	State Library will:
Making complaints	<ul style="list-style-type: none"> provide clear information about how to make a complaint and how complaints are managed publish the State Library's Customer Complaints Management Policy and Procedures on the State Library's website provide reasonable assistance to customers in making complaints and providing feedback.
Responsiveness and accountability	<ul style="list-style-type: none"> record, track, acknowledge and process complaints in a timely manner actively communicate progress to the complainant about the process, timeframes and possible outcomes of the complaint and any other necessary information ensure that communication provided at all stages of the management of the complaint is clear, detailed and meaningful report our actions and decisions relating to complaints as required internally and externally.
Consideration of complaints	<ul style="list-style-type: none"> manage complaints objectively and deal with them fairly, respectfully, consistently and in accordance with the principles of natural justice and without actual or perceived conflicting interests. take all reasonable steps to ensure that a complainant is not adversely affected

	<ul style="list-style-type: none"> • protect the rights of complainants and State Library officers where they are the subject of a complaint • not investigate a complaint found to be abusive, trivial, or vexatious.
Confidentiality	<ul style="list-style-type: none"> • deal with complaints confidentially to the extent possible and in accordance with the <i>Information Privacy Act 2009</i>.
Continuous improvement	<ul style="list-style-type: none"> • use feedback and complaints as a tool for continuous improvement • provide feedback and complaints related reports to areas of the State Library to inform continuous improvement including two reports annually to State Library Executive Management Team • ensure adequate Complaints Management Policy and Procedures training is provided annually to staff involved in the management of complaints.
Reporting	<ul style="list-style-type: none"> • ensure the State Library's customer complaints' data is published to the Queensland Government's Open Data portal annually in accordance with the <i>Public Service Act 2008</i>.

PROCEDURE

8. How to make a complaint

If required, State Library will offer practical assistance and support to people who may experience difficulty and who wish to make a complaint. Complaints may be made verbally, in writing and online. Complainants are encouraged to submit their complaint online. Complaints may also be made as follows:

- online via the Tell-Us web form found at: <http://www.slq.qld.gov.au/about-us/contact-us>
- in person via staff members at service points
- by phone by calling 3840 7666 (Mon to Thurs, 10am-8pm, Fri to Sun 10am-5pm) and advising that you wish to make a complaint
- in writing to State Library of Queensland Complaints, PO BOX 3488, South Brisbane, QLD, 4101

Customers wishing to make a complaint in person are advised that due to 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

9. Complaint management

Recording of complaints

Records of all complaints received are recorded in State Library's Complaints' Management System. Correspondence and other details surrounding complaints will also be recorded.

Assessment and resolution

State Library aims to resolve complaints as quickly as possible, and will use mediation, negotiation and informal resolution where appropriate.

The State Library will seek early resolution to complaints at the first point of contact where possible.

If a complaint cannot be resolved at first contact or is more serious or complex, the complaint will go through a process of internal assessment and resolution.

The State Library will handle all complaints fairly and with due regard to the rights of staff and clients. Principles of natural justice and consideration of human rights apply to the management

of complaints.

If a complaint is lodged that may be considered vexatious, trivial or unreasonable, the complaint will be referred to an Executive Director or State Librarian for assessment. If the Executive Director or State Librarian considers the complaint to be vexatious, trivial or unreasonable, no further action is required, and the complainant is advised that no further action will take place.

Internal review

If a complainant is dissatisfied with the outcome of their complaint or the way in which the complaint was managed, they may seek an internal review by a senior State Library officer. On receipt, the State Library will conduct an internal review of the processes taken to arrive at the original outcome and to determine if further information regarding the decision or any suitable alternative outcomes can be provided.

An internal review will be conducted by an officer other than the officer who handled the original complaint and will be overseen by a State Library Executive Director or by the State Librarian and Chief Executive Officer.

As with communication to the complainant regarding assessment and resolution, advice to the complainant regarding the progress or outcome of the review should be meaningful and detailed and should include detail of any actions taken, outcomes, the reasons for decisions made, any remedy or resolution offered and information concerning any other remedies that may be available to the complainant.

External review

If the complainant is dissatisfied with the internal review process, they may seek an external review by an independent external review body. External review bodies available include the:

- [Office of the Queensland Ombudsman](#)
- [Office of the Information Commissioner Queensland](#) (for complaints about breaches of privacy).
- [Queensland Human Rights Commission](#).

Remedies

With reference to the joint AS/NZS 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.

10. Communication to complainant

State Library will endeavour to respond to any complaint within seven working days and State Library will acknowledge receipt of all complaints within two working days of their receipt.

Feedback related to a complaint may be requested via any of the methods listed in section 9. State Library will acknowledge receipt of any complaint as soon as is practicable but within 7 working days.

Complainants will be advised regarding the progress or outcome of the complaint. Contact with complainants will be meaningful and detailed and should include detail of any actions taken, reasons for decisions made, any remedy or resolution offered and information concerning any other remedies that may be available to the complainant

Referral

State Library may receive complaints that fall outside its jurisdiction. In that case, the complainant will be made aware of the fact that the complaint is not within State Library's jurisdiction and may 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.

Anonymous complaints will be recorded and assessed as per this Policy and Procedure.

11. References

- [Public Service Act 2008](#)
- [Information Privacy Act 2009](#)
- State Library of Queensland [Responsible Conduct Policy](#)
- [AS/NZS 10002-2014 Guidelines for complaints management in organizations](#)
- [Human Rights Act 2019](#)

12. Approval

State Librarian and Chief Executive Officer

21/02/2020

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