



Customer Complaints Management Policy

TITLE	STATE LIBRARY CUSTOMER COMPLAINTS MANAGEMENT POLICY
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1. DOCUMENT CONTROL

Version	Approved By	Approval Date	Revision
0.1	State Librarian and CEO	February 2017	Created

2. AUTHORITY

State Librarian and CEO.

3. PURPOSE

State Library of Queensland welcomes feedback and complaints to assist with continual improvement of processes and service delivery. State Library is committed to responding to customer feedback and complaints. This policy and associated procedures outline the principles and processes that will be used by the 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 organizations*

4. APPLICATION / SCOPE OF POLICY

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.

5. DEFINITIONS

WORD	DEFINITION
Complaint	An expression of dissatisfaction made, by a person who is apparently directly affected, to or about the 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 Library related to its products, services or the actions of the Library's staff.

6. 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 10-5) and advising that you wish to make a complaint
- in writing to: State Library of Queensland Complaints, PO BOX 3488, South Brisbane, 4101
- via State Library social media channels

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. Customers may also be directed to submit their complaint in writing, or via the Library's feedback forms.

7. FEEDBACK to complainant

Feedback related to a complaint may be requested via any of the methods listed above. The Library will endeavour to respond to any complaint within 7 working days, but the Library will acknowledge all complaints within two business days of their receipt.

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

Referral

State Library 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.

8. TIMEFRAMES

The Library will endeavour to:

- acknowledge (not necessarily resolve) complaints within two business days of their receipt
- respond to all complaints within 7 working days of their receipt.

9. GUIDING PRINCIPLES FOR MANAGING COMPLAINTS

Guiding principles	We will:
Visibility	<ul style="list-style-type: none"> provide clear information about how to make a complaint and how complaints are managed. ensure the Library's customer complaints data is published to the Queensland Government's Open Data portal annually in accordance with the Public Service Act 2008
Accessibility	<ul style="list-style-type: none"> publish the Library's Customer Complaints Management Policy on the Library's website and make hardcopies available to the public. 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.
Objectivity	<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. protect the rights of officers where they are the subject of a complaint. do not further 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 Information Privacy Act 2009.
Customer-focused approach	<ul style="list-style-type: none"> recognise and respect everybody's right to provide feedback. address feedback and complaints in a timely manner and without charge. involve the complainant in the process as far as is practicable.
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 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.

10. RELATED DOCUMENTS

- *Public Service Act 2008*
- *Information Privacy Act 2009*
- The State Library's Responsible Conduct Policy
- AS/NZS 10002-2014 Guidelines for complaints management in organizations

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