



Customer Complaints Management Procedures

TITLE	STATE LIBRARY CUSTOMER COMPLAINTS MANAGEMENT PROCEDURES
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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

These procedures support the State Library Customer Complaints Policy. They provide guidance about how complaints will be managed and by whom.

4. PROCEDURES FOR THE MANAGEMENT OF CUSTOMER COMPLAINTS

Recording of complaints

All complaints received are recorded in the State Library Tell Us database. As a minimum, the complainants name, contact information, issue raised (nature of the complaint) and outcome sought should be included. Any other information required to respond to the matter should be recorded. Any complainant support requirements must also be recorded.

First contact resolution

The Library will try to resolve complaints at the first point of contact if possible, for example verbal complaints received in person.

Assessment and resolution

If a complaint is unable to be resolved at first contact, the complaint will go through a process of assessment and resolution.

Complaints are assessed on the basis of seriousness and complexity. Complainants will receive feedback on the progress of their complaint depending on the complexity and length of the resolution process.

The Library will endeavour to respond to any complaint within 7 working days, but the Library will

acknowledge all complaints within two working days of their receipt.

The Library will handle all complaints fairly and with due regard to the rights of staff who are the subject of a complaint. If a complaint is made about a person, natural justice gives that person the right to know the details of the complaint and be given the opportunity to make a statement of reply. All people involved in the complaint process have the right to be supported by an appropriate third party.

Advice to the complainant regarding the progress or outcome of the complaint 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.

In general, written advice will be provided to a complainant on the outcome of their complaint. Where only a phone number is provided, the complainant will be contacted by phone.

When a complaint is lodged that may be considered to be vexatious or trivial, the complaint will be referred to the Executive Director, Engagement and Partnerships. If the Executive Director, Engagement and Partnerships deems the complaint to be vexatious or trivial, no further action is required.

Anonymous complaints will be recorded and assessed as per this procedure.

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.

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 Library officer. On receipt, the Library will conduct an internal review of the processes taken to arrive at the original outcome 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 CEO.

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:

- Office of the Queensland Ombudsman
- Office of the Information Commissioner (for complaints about breaches of privacy).

The Library aims to resolve complaints with as little formality and disputation as possible, and will use mediation, negotiation and informal resolution where appropriate.

5. RESPONSIBLE OFFICERS

The State Librarian and CEO (working with Senior Management Team, the Complaints Manager (Manager Service Development, Visitor Experience), operational managers and all staff handling complaints) is responsible for State Library's Customer Complaints Management System. Roles

and responsibilities regarding the management of complaints will be assigned with reference to AS/NZS 10002-2014 Guidelines for complaints management in organizations

6. MONITORING EFFECTIVENESS

The Library's Customer Complaints Management Policy will be reviewed biennially by the Executive Director, Engagement and Partnerships.

The Library will monitor and complaints to identify trends and to provide feedback to relevant areas of the Library where potential improvements may be made to the Library's services and/or systems.

Maintenance and improvement of the CMS will be carried out with reference to the AS/NZS 10002:2014 (9)

A report analyzing the performance of the Complaints Management System is provided to State Library's Executive Management Team in March and September of each year. The report allows for management review of the efficiency and effectiveness of the CMS with reference to:

- the collection, analysis and evaluation of complaints
- levels of satisfaction with the CMS
- continual monitoring of the performance of the CMS to identify strengths, weaknesses and opportunities.

In addition, an annual internal audit is carried out and forms part of the Executive Management Team September report.

7. 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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