

# Complaints Management

Written Direction No. WDCSG220170010

Approved by: General Manager, Governance Legal and Risk

Approval Date: February 2019

Effective From: 18 March 2019

## 1. Introduction

TAFE NSW values complaints about its services, systems, facilities and service delivery and is committed to using a customer centred approach to promptly address student and stakeholder concerns.

## 2. Purpose

The purpose of this policy is to communicate how TAFE NSW will manage complaints made about its services, systems, facilities or service delivery fairly, efficiently and effectively.

## 3. Scope

This policy applies to all complaints made by a student or other stakeholder about TAFE NSW's services, systems, facilities or service delivery.

## 4. Principles

TAFE NSW will:

- address each complaint in an objective, equitable and impartial manner
- manage a complaint in accordance with the principles of procedural fairness
- take reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf
- manage conflicts of interest, whether actual or perceived
- ensure that complaints made about a staff member are handled by someone other than the person about whom the complaint is made, and
- ensure that reviews about how a complaint was managed is conducted by a person other than the original decision maker.

## 5. Complaint Handling

TAFE NSW aims to resolve complaints at the first point of contact wherever possible.

People making complaints will be:

- provided with information about TAFE NSW's complaint handling process
- listened to and treated with respect by staff
- actively involved in the complaint process where possible and appropriate, and
- provided with reasons for decisions and any options for review.

### **Receipt and acknowledgement**

TAFE NSW will record complaints it has received. The information recorded will include:

- contact information of the person making the complaint
- issues raised by the person making the complaint
- the outcome/s they are seeking, and
- any other relevant information.

TAFE NSW will acknowledge receipt of a complaint in writing, provide a unique identifier and contact details of the staff member who can be contacted in relation to the matter.

### **Responding to and finalising complaints**

TAFE NSW will respond to and finalise a complaint as soon as practicable and will keep in contact with the person making the complaint throughout the process.

Where TAFE NSW considers more than 60 calendar days are required to finalise a complaint, it will inform the person making the complaint in writing of why more than 60 calendar days are required and regularly update the person making the complaint on the progress of their matter.

TAFE NSW will provide the person making the complaint with the following information:

- the outcome of the complaint and any action taken
- the reason/s for the decision
- the remedy or resolution/s that TAFE NSW has proposed or put in place, and
- options for internal or external review.

TAFE NSW will ensure that outcomes are properly implemented and monitored.

### **Record keeping**

TAFE NSW will keep records in relation to the complaint and its outcome.

## 6. Managing Unreasonable Conduct

TAFE NSW expects people making complaints to act appropriately in their dealings with TAFE NSW. When people behave in an unreasonable, abusive, harmful or threatening manner, TAFE NSW will take action to manage the conduct and will support staff to do the same.

Information about how TAFE NSW will manage unreasonable conduct by a person making a complaint is available in [Managing Unreasonable Conduct by Complainants](#).

## 7. Responsibilities

Person making a complaint	Act appropriately in their dealings with TAFE NSW.
TAFE NSW staff	Assist people who wish to make a complaint to access TAFE NSW's complaints process. Treat all people with respect, including people who make complaints. Respond to complaints as relevant to their role and responsibilities and in accordance with complaint management policy.

## 8. Definitions

Complaint	An expression of dissatisfaction made in relation to TAFE NSW's services, systems, facilities or service delivery, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected or legally required.
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## 9. Related Documents

[Complaint Management Procedure](#)

[Managing Unreasonable Conduct by Complainant Procedure](#)

## 10. Contacts

Business Owner      General Manager, Governance, Legal and Risk

Written Direction Officer    Complaints Referral Specialist – E: [tafe.complaints@tafensw.edu.au](mailto:tafe.complaints@tafensw.edu.au)

## 11. Document Information and Review

This procedure document has been informed by the NSW Ombudsman effective complaint handling guidelines, 2<sup>nd</sup> edition, December 2010.

This policy document will be reviewed at least every three years.