

# COMPLAINT MANAGEMENT

Written Direction No. WDCSG220170010

Approved by: Chief Operating Officer  
Approval Date: 13 June 2017  
Effective From: 1 July 2017

## 1. INTRODUCTION

TAFE NSW encourages feedback about its services, systems, facilities and employees.

## 2. PURPOSE

The purpose of this Policy is to:

- 2.1 Set out TAFE NSW's policy for complaint management.
- 2.2 Communicate that TAFE NSW employees are expected to facilitate the prompt, fair, consistent and thorough management of complaints.

## 3. SCOPE

This policy applies to complaints made to TAFE NSW.

Complaints may be made to any employee of TAFE NSW in person or on the telephone, in writing (whether by letter, email or by using an online form).

Complaints received by TAFE NSW may typically be categorised as one or more of the following types:

- Customer complaint
- Employee complaint (about a non-consumer issue)
- Public Interest Disclosure.

TAFE NSW has procedures for managing each type of complaint and is developing business processes for complaints that traverse more than one type.

If any of these types of complaint raise a child protection issue, a variation to the standard procedures applies.

### 3.1 TRANSITIONAL

Existing TAFE NSW written direction about complaints found on the TAFE NSW intranet continues to operate. However where there is a conflict, this Policy prevails. Complaints made and finalised prior to the effective date of this Policy will not be reopened or revisited by TAFE NSW.

## 4. POLICY

TAFE NSW is committed to promoting a culture that values complaints and seeks their reasonable and appropriate resolution.

## 5. RESPONSIBILITIES

|                                      |  |
|--------------------------------------|--|
| All Employees                        | <ul style="list-style-type: none"> <li>All employees are expected to make all reasonable efforts to manage complaints in accordance with approved procedures and apply sound judgement to the circumstances. Line managers are expected to manage employee grievances diligently.</li> </ul>   |
| Operational Expert                   | <ul style="list-style-type: none"> <li>Where a complaint is unable to be resolved at first instance by the recipient or otherwise requires escalation, it must be assessed and referred to the appropriate TAFE NSW employee. This will generally be a person with operational expertise closest in proximity to where the events giving rise to the complaint took place.</li> </ul>                                  |
| Managing Director and Chief Officers | <ul style="list-style-type: none"> <li>The Managing Director and Chief Officers at TAFE NSW will rarely be the appropriate employees to provide a response to a complaint and, generally, will not become involved in the day-to-day management of individual complaints. These officers will address systemic issues arising from complaints and will use complaints information for business improvement.</li> </ul> |

During the transition to One TAFE, the local Consumer Protection Officer will typically be the most appropriate TAFE NSW employee to manage a customer complaint. The most appropriate TAFE NSW employee to manage complaints about the TAFE NSW Workforce will typically be a local HR Business Partner.

## 6. DEFINITIONS

|                             |   |
|-----------------------------|---|
| Complaint                   | A complaint is an expression of dissatisfaction made to TAFE NSW where a response or resolution is explicitly or implicitly expected (or required by legislation).  |
| Consumer Protection Officer | All approved Smart and Skilled training providers are required to have a Consumer Protection Officer who can assist with student issues or concerns that are not first resolved by the training provider. |

Definitions of other key terms are listed in the Complaint Management Procedure.

## 7. RELATED DOCUMENTS

[Complaint Management Procedure](#)

[Managing Unreasonable Conduct by Complainant Procedure.](#)

## 8. CONTACTS

Business Owner            General Manager Governance, Legal & Risk  
 WD Officer                Complaints Referral Specialist – E: [Nicholas.Race2@tafensw.edu.au](mailto:Nicholas.Race2@tafensw.edu.au)

## 9. DOCUMENT INFORMATION AND REVIEW

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

HPRM No.        D17/624523  
 Review Due:    1 July 2020

### Approval History

No.                1.1  
 Effective:        1 July 2017  
 Approved by: Chief Operating Officer  
 Amendment: Minor amendment to update WD Officer