

Customer complaint management policy

Human rights

Decision makers must act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to a decision, as required by section 58 of the *Human Rights Act 2019*. For further information please refer to the department's Human rights intranet [page](#).

1. Purpose

This policy establishes the underlying principles and obligations of the Department of Housing and Public Works (the department) concerning the management and resolution of customer complaints.

2. Authority

This policy has been developed in accordance with:

- section 264 of the [Public Sector Act 2022](#), which requires the department to establish and implement a customer complaints management system (CMS)
- the [Human Rights Act 2019](#), which requires the department to report on complaints that engage human rights
- the [Information Privacy Act 2009](#)
- the [Code of Conduct for the Queensland Public Service](#)
- the [Australian Standard AS 10002:2022 Guidelines for complaint management in organizations](#), and
- the Queensland Public Service [Customer Complaint Management Framework](#) and [Customer Complaint Management Guideline](#).

3. Policy statement

The department is committed to providing high quality customer service that takes a people-focused and proactive approach to customer complaint management.

In particular, the department will ensure that customer complaints are dealt with fairly, promptly and in a confidential manner that is compatible with human rights.

The department values all customer complaints and acknowledges that effective customer complaint management:

- is fundamental to the provision of quality service, and
- provides a mechanism for obtaining feedback, addressing disputes, and reforming policies, procedures and services.

4. Scope

This policy applies to all employees working for the department regardless of whether they are permanent, temporary, full-time, part-time or casual employees and/or on secondment from another department. It also applies to other persons who perform work for the department including contractors, students gaining work experience and volunteers. For the purposes of this policy, the term contractor includes on-hired temporary labour services (agency staff).

A customer complaint is a complaint about the service or action of a public sector entity or its staff by a person who is apparently directly affected by the service or action.

This policy also covers complaints about:

- a breach of:
 - human rights
 - privacy
 - the Charter of Victims' Rights
- conduct by contractors performing services for the department
- handling of complaints by the department.

For a customer complaint to be accepted, the matter being complained about must have occurred within the **last 12 months**. Complaints received about matters occurring outside this timeframe may still be considered where the complainant demonstrates reasonable grounds for the delay in lodging their complaint.

Consideration will be given to any grounds for declining a customer complaint as prescribed in the [Customer complaint management procedure](#), and in accordance with the relevant legislation.

Exclusions

Certain complaints are excluded from the scope of this policy and are managed under other legislation, policies or complaints systems.

Excluded complaints include (but are not limited to):

- complaints of suspected corrupt conduct dealt with under the [Crime and Corruption Act 2001](#) and the department's [Corrupt conduct prevention policy](#)
- public interest disclosures dealt with under the [Public Interest Disclosure Act 2010](#) and the department's [Public interest disclosure policy](#)
- employee complaints (grievances) dealt with under the department's [Employee complaints policy](#) and [Employee complaints guideline](#)
- processes and/or employee appeals dealt with under the [Public Sector Act 2022](#) and in accordance with the relevant directives
- public housing tenant's disruptive behaviour or other tenancy complaints managed under the [Residential Tenancies and Rooming Accommodation Act 2008](#) and the department's Fair expectations of behaviour processes and/or Non-behavioural tenancy breaches processes
- reviewable decisions dealt with under the [Housing Act 2003](#) and related departmental procedures
- complaints about organisations (and their tenants) funded by the department under the [Housing Act 2003](#).

- complaints that are:
 - primarily contractual in nature
 - subject to legal proceedings
 - about access application decisions dealt with under the [Right to Information Act 2009](#)
 - about access and amendment application decisions under Chapter 3, Part 2 of the [Information Privacy Act 2009](#)
- complaints that relate to the application, registration, review, sanction and performance reporting processes dealt with under the department's Prequalification System for Building Industry Consultants and Contractors or Conditions of Working with QBuild (Contractors, Consultants or Suppliers)
- complaints about the department which are made to **and** responded to by the Office of the Minister for Housing and Public Works, including complaints responded to via ministerial correspondence.

Responsible areas who manage these types of complaints can be found in [Appendix C](#).

Where a complaint is being dealt or is required to be dealt with under another policy, the same matter will not be dealt with under this policy. This policy does not provide an additional avenue of complaint.

5. Principles

The department's customer complaint management principles are aligned with the [Australian Standard AS 10002:2022 Guidelines for complaint management in organizations](#), and the Queensland Public Service [Customer Complaint Management Framework](#) and [Customer Complaint Management Guideline](#).

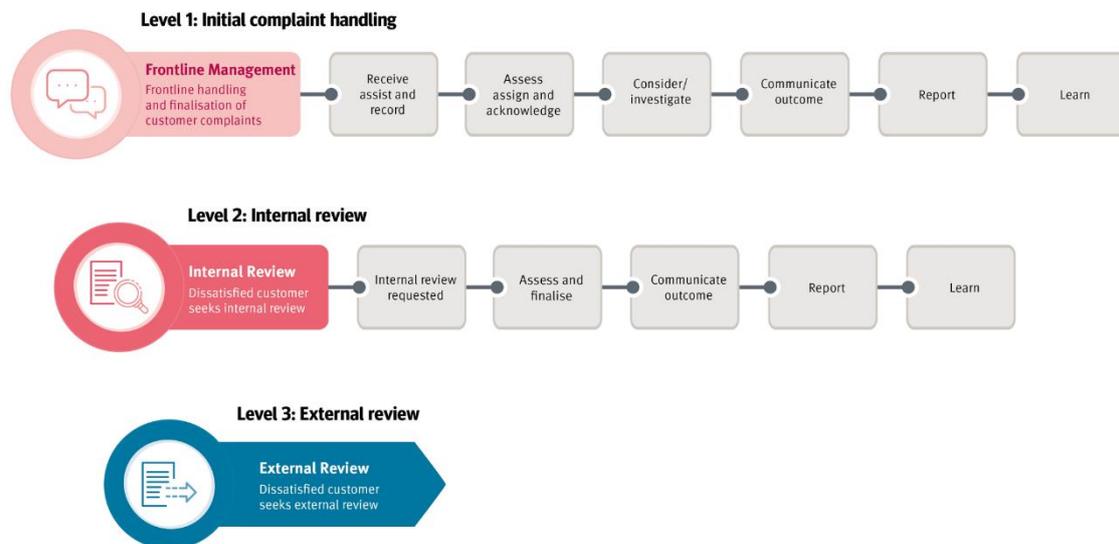
The department's CMS is based on the following principles:

The principle...	...means the department:
Customer focused	<ul style="list-style-type: none"> » provides a free and readily accessible complaint process for all persons » receives complaints from a range of channels, such as online, in person, by phone, by email, or via social media » provides reasonable assistance to people who wish to make complaints, in particular vulnerable persons, including people with a disability, First Nations peoples or people from a culturally and linguistically diverse background. » assesses the nature of complaints, including the identification and consideration of all relevant human rights, how complaints should be dealt with, and by whom » accepts complaints made anonymously, and » involves complainants in the complaint management process, if possible and appropriate.
Timely and fair	<ul style="list-style-type: none"> » promptly acknowledges complaints » responds to complaints in a timely manner, and » responds to complaints fairly and objectively.

Clear communication	<ul style="list-style-type: none"> » provides readily available information about where and how to lodge a complaint, and how complaints will be managed » provides clear explanations about what the department can and cannot do, and » clearly explains final decisions, recommendations, and rights of review.
Accountable	<ul style="list-style-type: none"> » informs and educates staff on the complaints management process » monitors timeframes for complaints management » communicates with parties about the progress of resolutions, and » protects privacy and confidentiality, ensuring information relating to a complaint is secure and accessible only to staff whose duties require it.
Improving services	<ul style="list-style-type: none"> » learns from complaints and provides feedback to relevant areas and staff on potential system improvements » seeks regular feedback about the complaints management process, and » undertakes internal quarterly and external annual reporting to identify complaint trends.

6. Customer complaint management model

The department's model for the management of customer complaints is a three-stage process based on the [Customer Complaint Management Guideline](#).



Level 1: Initial complaint handling

A customer complaint may be submitted through any mode of communication including in person, by phone, by email, by SMS, via social media channels and by letter. A customer complaint may be received by any staff member in the department.

Where the complainant indicates they require assistance with lodging their complaint, such as an interpreter or a representative, all reasonable assistance will be provided to the complainant.

Once received, the customer complaint will be recorded in the divisional Customer complaint management register and acknowledged within **three** business days.

The complaint will then be assigned to a decision maker to consider, investigate, and determine an outcome. Outcome advice will include information on how the complainant may seek an internal review.

The timeframe for finalising a complaint is **30 business days**. If this timeframe cannot be met, staff must proactively advise the complainant and provide an estimated timeframe for finalisation of the complaint.

Level 2: Internal review

If the complainant is dissatisfied with the initial decision (Level 1), a request for internal review can be made.

A request for internal review must be submitted within **20 business days** from when the complainant is informed of the initial decision about their complaint. Requests received outside this timeframe will still be considered where the complainant can provide a reasonable explanation for lodging a late request.

The department must provide an internal review response within **20 business days**. If this timeframe cannot be met, staff must proactively advise the complainant and provide an estimated timeframe for the finalisation of the review.

The internal review is conducted by a person independent of and equal or senior to the initial (Level 1) decision maker. In circumstances where the initial decision maker assigned enquiries to a responsible officer, the person conducting the internal review is to be independent of and equal or senior to the responsible officer.

Consideration should be given to referring the internal review to an area of the department not involved with the original complaint.

Level 3: External review

If the complainant remains dissatisfied with the internal review of their complaint (Level 2), an application can be made to the [Queensland Ombudsman](#) for an external review, contact information is provided in [Appendix A](#).

Human rights complaints

The [Human Rights Act 2019](#) requires departments to properly consider human rights when making decisions and to provide services in a way that is compatible with human rights.

If a complainant considers that the department has breached their human rights, they can make a human rights complaint directly to the department.

Human rights complaint - external review

If a complainant considers that their human rights complaint is unresolved, or a response is not received within 45 business days, they may make a complaint, in writing, to the [Queensland Human Rights Commission](#), contact information is provided in [Appendix A](#).

Privacy complaints

The department is obliged to manage personal information in accordance with the [Information Privacy Act 2009](#) and the [11 Information Privacy Principles](#). A privacy complaint is a complaint by an individual about an act or practice of the department in relation to the individual's personal information that is a breach of the department's obligation under the [Information Privacy Act 2009](#) to comply with privacy principles.

Where a complaint is lodged about a privacy breach, the department's Right to Information and Privacy Unit must be immediately notified of the complaint and consulted on the proposed approach to resolve the complaint. Contact information is provided in [Appendix A](#).

The relevant divisional decision maker retains responsibility for resolving the complaint.

Privacy complaint - external review

If a complainant is dissatisfied with the department's resolution of their privacy complaint, or they have not received a response to their privacy complaint within 45 business days, they may lodge a complaint with the [Office of the Information Commissioner](#), contact information is provided in [Appendix A](#).

Charter of Victims' Rights complaints

Under the [Charter of Victims' Rights](#), (the Charter) a victim must be treated with courtesy, compassion, respect and dignity, taking into account the victim's needs. A victim's personal information (including address and telephone number) will not be disclosed unless authorised by law.

A victim can make a complaint if they think that a government or non-government agency has not behaved in accordance with the Charter.

Charter of Victims' Rights complaint - external review

If a complainant is dissatisfied with the outcome of their Charter complaint, or they have not received a response to their complaint within 60 business days, they can refer their complaint to [Victim Assist Queensland](#), contact information is provided in [Appendix A](#).

7. Delegations

Delegations ([Resource centre - Delegations \(sharepoint.com\)](#)) are to be exercised in accordance with the department's Human Resource, Financial and Contract, Legal, Property, Building Industry, Procurement, Project Commencement, and Administrative Delegations. It is recommended that delegate authority levels are confirmed prior to exercising any powers in relation to this policy and supporting procedures.

8. Roles and responsibilities

All staff in the department are responsible for managing customer complaints in a way that ensures the department meets its obligations set out in this policy.

Role	Responsibilities
Director-General (DG) (accountable officer) and Executive Leadership Team (ELT)	<ul style="list-style-type: none"> » sets the ethical culture of the department including a commitment to ensuring that the department's CMS complies with section 264 of the Public Sector Act 2022, other relevant legislative requirements, and the Queensland Public Sector Customer Complaint Management Framework and Customer Complaint Management Guideline.
Divisional heads (ODDG), senior officers,	<ul style="list-style-type: none"> » maintain a CMS for their division, including: <ul style="list-style-type: none"> ○ allocating resources needed for effective customer complaint management ○ ensuring staff are sufficiently trained and supported to deal with customer complaints, and ○ ensuring appropriate records of customer complaints are maintained » ensure staff are aware of the department's CMS

	<ul style="list-style-type: none"> » manage requests for internal reviews » actively and clearly support the implementation of strategies to manage unreasonable complainant conduct » ensure the CMS is easily accessible to customers, stakeholders, and the public » seek advice from the Integrity Services Unit or Legal Services on high level or high-risk complaints, systemic issues and trends » notify the Director-General about any high level or high-risk complaints or systemic issues » oversee the quality of customer complaints reporting to ensure it meets legislative requirements » report on business improvements arising from complaints.
Area managers and operational managers	<ul style="list-style-type: none"> » ensure that the CMS is implemented within their area of responsibility » support staff to successfully manage customer complaints and to meet the performance measures for handling and reporting on customer complaints » ensure customer complaints are managed within set timeframes » support staff to manage unreasonable complainant conduct » ensure all customer complaints are registered and that complaints data is available for review » contribute to customer complaint reporting requirements on a quarterly basis, including identify and report on systemic issues and the progress of business improvements arising from complaints
Divisional complaints coordinators	<ul style="list-style-type: none"> » provide advice and support to staff in their division about customer complaint management » support staff in their division to ensure customer complaints are dealt with fairly, objectively and in a timely manner » receive and record customer complaints on the Customer complaint management register » conduct initial assessments of customer complaints and assign them to a decision maker (with the assistance of a Senior Officer where required) » ensure that acknowledgement letters are sent to complainants » provide all complaint information to the decision maker » refer excluded complaints to the appropriate area of the department as per Attachment 4 of this policy » ensure the Customer complaint management register is kept up to date and captures all information required for tracking and reporting on complaints » provide quarterly reports on customer complaints to the Integrity Services Unit when requested » provide other complaints data when requested.
Delegates	<ul style="list-style-type: none"> » exercise delegated functions and powers in accordance with the department's approved delegations, all relevant statutory provisions, whole-of-government policy and directives and principles of procedural fairness. » deal with complaints fairly, objectively and in a timely manner in accordance with this policy and the Customer complaint management procedure » treat complainants in a respectful and courteous manner

- » identify and effectively respond to complainants' vulnerabilities, support, and communication needs.
- » effectively apply the steps of the CMS in managing the complaint
- » ensure that every customer complaint is considered and assessed as a possible human rights or privacy complaint
- » appropriately manage information related to complaints, including personal information, in accordance with the [Information Privacy Act 2009](#) and the 11 Privacy Principles
- » notify and consult with the Right to Information and Privacy Unit in relation to privacy complaints
- » complete a record for assessing compatibility with human rights where human rights limitations have been identified as part of the complaint
- » ensure all records related to customer complaints, such as reports, interview notes, investigation reports, briefing notes and correspondence, are stored appropriately and are only accessible to persons requiring access due to their role and responsibilities
- » provide the DCC with all the information required to complete the Customer complaint management register for the complaint.

Employees

- » understand how a customer complaint is defined in this policy
- » address matters raised by customers locally, in the first instance, to reduce complaint numbers
- » understand the department's CMS, including what procedures to follow and what information to give to complainants to lodge a complaint
- » know how to recognise and deal with people experiencing vulnerability and/or challenging behaviours
- » know when to seek guidance from more senior staff regarding a complaint.

Integrity Services Unit

- » supports divisions to understand their responsibilities under the CMS
 - » provides training and advice for staff managing customer complaints
 - » regularly reviews the department's CMS
 - » ensures that information about the CMS is easily understood and accessible to customers, stakeholders and members of the public
 - » hosts the Customer complaint management registers for each division
 - » receives, refers and records requests for internal reviews and information from the Queensland Ombudsman
 - » reports to the department's ELT on complaints under this policy, trends, emerging issues and business improvements
 - » arranges the publication of complaints data on the department's website under section 264 of the [Public Sector Act 2022](#)
 - » reports on the number and outcome of human rights complaints in accordance with section 97(2)(b) of the [Human Rights Act 2019](#) for inclusion in the department's annual report
 - » reports on the number of Charter of Victims' Rights complaints received and how they were dealt with for inclusion in the department's annual report.
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Right to Information and Privacy Unit	<ul style="list-style-type: none"> » serves as the department's contact for privacy complaints » provides advice and assistance to divisions regarding complaints of privacy breaches under the Information Privacy Act 2009 » provides statistical information about privacy complaints to the Information Commissioner upon request.
Complainant	<ul style="list-style-type: none"> » provides all information relevant to their complaint and is clear about their desired outcome » informs the department if anything changes, including if they no longer require assistance, or they choose to withdraw their complaint » cooperates with the department and staff in a respectful way and understands that unreasonable conduct will not be tolerated.

Reporting

Internal reporting

All divisions are required to provide quarterly customer complaint data to the Integrity Services Unit by the date specified in the reporting request.

The Integrity Services Unit will provide a report to the Executive Leadership Team with a summary of the department's customer complaints data in the Quarterly Performance Report.

Quarterly reports will include the number of:

- customer complaints received during the quarter, including how many:
 - resulted in further action
 - resulted in no further action
 - were open complaints at the time of reporting
 - were received that exceeded the complaint level resolution timeframes, and
 - types of complaints were received.
- complaints referred to the department by external bodies, such as the Queensland Ombudsman or the Queensland Human Rights Commission
- complaints received during the quarter that engaged human rights and the outcome
- privacy complaints and the outcome, and
- Charter of Victims' Rights complaints and the outcome.

External reporting

The Integrity Services Unit will arrange external reporting as follows:

- the publication of the customer complaint information each financial year in accordance with section 264(3) of the [Public Sector Act 2022](#). The information will detail the number of customer complaints received by the department in the year, including:
 - the number resulting in further action, and
 - the number resulting in no further action.
- the inclusion of information in the department's annual report about the number of:
 - human rights complaints in accordance with section 97(2)(b) of the [Human Rights Act 2019](#) and as otherwise required, and
 - Charter of Victims' Rights complaints received and how they were dealt with.

9. Human rights

A *Record for Assessing Compatibility with Human Rights* has been completed to demonstrate how human rights have been considered in the development of this policy. The outcome of the assessment is:

- » The policy has been reviewed for compatibility with human rights under the *Human Rights Act 2019* (the Act). The policy was found to engage human rights but not limit any human rights under the Act therefore, it is reasonable to conclude the policy is compatible with human rights.

10. Contact

For further information, please contact:

- Integrity Services Unit
- Email: integrityservices@housing.qld.gov.au

11. Storage of information

All information should be managed in accordance with the [Public Records Act 2023](#), and the whole-of-Government [Records governance policy](#). In addition, personal information should be managed in accordance with the [Information Privacy Act 2009](#).

12. Document control

Document owner	Director, Integrity Services Unit			
Contact details	integrityservices@housing.qld.gov.au			
Next review	June, 2028			
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Version	Issue Date	Reason	Author	Approver
1.0	28 June 2024	New document	Director, Integrity Services Unit	Deputy Director-General, Corporate Services
1.1	17 June 2025	Minor update – updated to reflect changes due to MoG (November 2024)	Director, Integrity Services Unit	Executive Director, Professional Standards and Performance

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Appendix A: Additional contacts and information

Additional contacts

Contact	Information
Integrity Services Unit, Corporate Services, Department of Housing and Public Works	<ul style="list-style-type: none"> » Email: integrityservices@housing.qld.gov.au » Phone: (07) 3109 4863 » Postal address: GPO Box 2457, Brisbane QLD 4001
Right to Information and Privacy Unit, Corporate Services, Department of Housing and Public Works	<ul style="list-style-type: none"> » Email: rti-privacy@housing.qld.gov.au » Phone: (07) 3008 3117 » Postal address: GPO Box 2457, Brisbane QLD 4001
Legal Services, Corporate Services, Department of Housing and Public Works	<ul style="list-style-type: none"> » Email: legalrequests@epw.qld.gov.au » Phone: (07) 3008 3134 » Postal address: GPO Box 2457, Brisbane QLD 4001
Housing Act Reviews Team (HART), Policy, Performance and First Nations, Department of Housing and Public Works	<ul style="list-style-type: none"> » Email: regulatoryservices@housing.qld.gov.au » Phone: (07) 3013 2666 » Postal address: GPO Box 2457, Brisbane QLD 4001
Building Contract Management, Building Policy and Asset Management, Department of Housing and Public Works	<ul style="list-style-type: none"> » Email: bcmsecretariat@epw.qld.gov.au » Phone: (07) 3008 2511 » Postal address: GPO Box 2457, Brisbane QLD 4001
Queensland Ombudsman	<ul style="list-style-type: none"> » Email: ombudsman@ombudsman.qld.gov.au » Phone: (07) 3005 7000 » Toll Free: 1800 068 908 » Postal address: GPO Box 3314, Brisbane QLD 4001
Office of the Information Commissioner Queensland	<ul style="list-style-type: none"> » Email: enquiries@oic.qld.gov.au » Phone: (07) 3234 7373 » Toll Free: 1800 642 753 » Postal address: PO Box 10143, Adelaide Street, Brisbane QLD 4000
Queensland Human Rights Commission	<ul style="list-style-type: none"> » Email: enquiries@qhrc.qld.gov.au » Phone: 1300 130 670 » Postal address: City East Post Shop, PO Box 15565, City East QLD 4002
Victim Assist Queensland	<ul style="list-style-type: none"> » Email: victimassist@justice.qld.gov.au » Phone: 1300 546 587 » Postal address: GPO Box 149, Brisbane, QLD 4001

Information

In addition to the documents mentioned in section 2 Authority, the requirements set out in this document are consistent with relevant Government legislation, regulations, directives, information standards and/or policies at the time of publication. Supporting information is available.

Examples are:

Legislation and regulations

- [Crime and Corruption Act 2001](#)
- [Financial Accountability Act 2009](#)
- [Human Rights Act 2019](#)
- [Information Privacy Act 2009](#)
- [Judicial Review Act 1991](#)
- [Ombudsman Act 2001](#)
- [Public Interest Disclosure Act 2010](#)
- [Public Records Act 2023](#)
- [Public Sector Act 2022](#)
- [Residential Tenancies and Rooming Accommodation Act 2008](#)
- [Right to Information Act 2009](#)
- [Victims' Commissioner and Sexual Violence Review Board Act 2024](#)

Queensland Government

- [Code of Conduct for the Queensland Public Service](#)
- [Queensland Government Human rights complaints](#)
- [Queensland Government Human rights resources](#)
- [Queensland Public Service Customer Complaint Management Framework](#)
- [Queensland Public Service Customer Complaint Management Guideline](#)
- [Public Sector Commission Directive 04/23: Appeals](#)

Department of Housing and Public Works

- [Customer complaints management procedure](#)
- [Employee complaints policy](#)
- [Employee complaints guideline](#)
- [Corrupt conduct prevention policy](#)
- [Corrupt conduct prevention procedure](#)
- [Public interest disclosure policy](#)
- [Public interest disclosure procedure](#)

Other resources

- [Australian Standard AS 10002:2022 Guidelines for complaint management in organizations](#)

Appendix B: Definitions

The key terms referred to in this policy are as follows:

Term	Definition
Accessibility	The degree to which a product, system or service is available to as many people as possible.
Agency	Refers to a public service entity under section 9 of the Public Sector Act 2022 .
Complainant	A person, or their representative, or an organisational representative who makes a complaint to an agency. A representative must be authorised to make the complaint on behalf of the person or organisation, e.g. parent/or relative/person with enduring power of attorney, or officer of an organisation.
Complaint management system	All the policies, procedures, practices, systems, staff and resources an agency uses to manage customer complaints.
Complaints requiring further action	Customer complaints will require further action if complaints: <ul style="list-style-type: none"> » have resulted in changes to departmental policies, procedures, or practices » are subject to internal review, and/or » are subject to an external review (for example by the Queensland Ombudsman or the Queensland Human Rights Commission).
Complaints requiring no further action	Customer complaints that are finalised and there are no requests for further action by complainants or others.
Corrupt conduct	Has a specific meaning under section 15 of the Crime and Corruption Act 2001 .
Customer	Any person who is apparently directly affected by the service or action of the department.
Customer complaint	Has a specific meaning under section 264 (4) of the Public Sector Act 2022 and means a complaint about the service or action of the department or its staff, by a person who is apparently directly affected by the service or action. Examples of customer complaints include: <ul style="list-style-type: none"> » a complaint about a decision made or a failure to make a decision by a public sector employee of the public sector entity » a complaint about an act or failure to act of the public sector entity » a complaint about the formulation of a proposal or intention of the public sector entity » a complaint about the making of a recommendation of the public sector entity » a complaint about the customer service provided by a staff member of the public sector entity.
Customer complaint management register	A tool used to capture and record customer complaint data, including information about the complainant, their complaint, how the department has resolved the matter, and any reviews undertaken.
Decision maker	An employee assigned to deal with a complaint who has appropriate authority and expertise in their role to examine, action, and respond to that complaint. A decision maker will be independent of the service or action complained about, unless not practical.

Directly affected	<ul style="list-style-type: none"> » Greater than the concerns of a bystander who has no direct interest in the outcome. » Where a person's rights or interests would be affected if the administrative action stood or continued.
Divisional Complaints Coordinator	A departmental employee whose role it is to record customer complaints on a Customer complaint management register, assign the complaint to a decision maker and report on complaints.
Employee	A person employed in the department under the Public Sector Act 2022 as a public service officer, general employee, temporary employee, casual employee and/or a person on secondment from another department/agency.
External review	A process available for specific types of complaints where an oversight agency, such as the Queensland Ombudsman, or other complaints handling organisation, investigates the handling of a complaint by an agency or deals with complaints that were previously the subject of a complaint to an agency. An external review will only occur after the complainant has progressed through the agency's complaint process in the first instance and exhausted any other internal right of review.
Human rights complaint	<p>A complaint about an alleged contravention of section 58(1) of the Human Rights Act 2019, that the department has:</p> <ul style="list-style-type: none"> » acted or made a decision that is not compatible with human rights, or » in making a decision, failed to give proper consideration to a human right relevant to the decision.
Internal review	<p>A merits review that involves a consideration of whether, based on the information/facts available at the time, the decision made was the correct one (including whether the actions and decisions were lawful, reasonable, fair and not improperly discriminatory).</p> <p>An internal review is not a re-investigation of the complaint; it is an impartial review of a decision made about a complaint undertaken by an appropriate officer independent from the original decision-maker.</p>
Privacy complaint	A complaint by an individual about an act or practice of an agency in relation to the individual's personal information that is allegedly a breach of the agency's obligation under the Information Privacy Act 2009 to comply with an approval under section 157 or privacy principles.
Procedural fairness	Providing any party who may be affected by a customer complaint with a fair hearing and a reasonable opportunity to respond and a lack of bias in considering the matter.
Public interest disclosure	Has a specific meaning under sections 12 to 17 of the Public Interest Disclosure Act 2010 .
Responsible officer	An employee assigned responsibility by the decision maker to undertake enquiries into a complaint or conduct an internal review, for consideration by the decision maker.
Staff or staff member	Includes employees of the department as well as other persons who perform work for the department including contractors, students gaining work experience and volunteers. The term 'contractor' includes on-hired temporary labour services (agency staff).

System improvement	<p>A system improvement may involve one or more of the following:</p> <ul style="list-style-type: none"> » referral for consideration of legislative or policy change » development or review of policy, procedures, services, or programs » process improvement (i.e. changes to procedures and workplace practices) » expert assistance, staff development or performance improvement » monitoring compliance, and/or » other action to ensure that similar matters are handled appropriately in future.
Unreasonable complainant conduct	<p>Any behaviour which, because of its nature or frequency, raises substantial health, safety, resource or equity issues.</p> <p>Examples of unreasonable complainant conduct can include unreasonable persistence; unreasonable demands; unreasonable lack of cooperation; unreasonable arguments, and unreasonable behaviour.</p>
Victim	<p>Has a specific meaning under section 6(1) of the Victims' Commissioner and Sexual Violence Review Board Act 2024.</p> <p>A victim is a person who suffers harm—</p> <ul style="list-style-type: none"> » because a criminal offence is committed against the person; or » because the person is a family member or dependant of another person who suffers harm because a criminal offence is committed against the other person; or » as a direct result of intervening to help another person who suffers harm or dies because a criminal offence is committed against the other person; or » because the person is a witness of a criminal offence committed against another person.
Vulnerability	<p>A state of being especially susceptible to detriment due to circumstances including disability, age, literacy levels, gender, trauma, stress and location - rural/remote and/or homeless.</p>

Appendix C: Additional information for complaints not covered by this policy

Refer to [Appendix A](#) for contact information for the responsible areas outlined below.

Nature of complaint	Responsible area	Resources
Corrupt conduct	Integrity Services Unit	<ul style="list-style-type: none"> » Crime and Corruption Act 2001 » Corrupt conduct prevention policy » Corrupt conduct prevention procedure
Public Interest Disclosure	Integrity Services Unit	<ul style="list-style-type: none"> » Public Interest Disclosure Act 2010 » Public interest disclosure policy » Public interest disclosure procedure
Employee complaints (grievances) Employee appeals	Local HR Business Partner, in the first instance	<ul style="list-style-type: none"> » Employee complaints policy » Employee complaints guideline » Public Sector Commission Directive 04/23: Appeals
Reviewable decisions that are dealt with under the <i>Housing Act 2003</i>	Housing Act Reviews Team (HART)	<ul style="list-style-type: none"> » Housing Act 2003
Contractual complaints	Local manager, in the first instance	
Complaints subject to legal proceedings	Local manager in the first instance and consult with Legal Services	
Complaints regarding access application decisions under the <i>Right to Information Act 2009</i>	Manager, Right to Information and Privacy, Legal Services	<ul style="list-style-type: none"> » Right to Information Act 2009 Chapter 3, Part 2
Complaints regarding Prequalification	Manager, Building Policy and Practice, Building Policy and Asset Management	