



PALUMA ENVIRONMENTAL EDUCATION CENTRE

Complaint Management Policy

1. Purpose

The Paluma Environmental Education Centre (PEEC) is committed to responding to feedback. Responding effectively and efficiently to feedback assists us to improve our services and deliver better outcomes.

2. Scope

Complaints managed under this policy may be about a:

- product, service or action of PEEC
- PEEC officer's conduct
- breach of an individual's privacy by PEEC.

Note:

- Complaints which are deemed by the PEEC Complaints Coordinator not to be about the above (for example, a comment on a government policy or the actions of another department) are not managed under this policy, **except** as required under the *Public Interest Disclosure Act 2010* or the *Crime and Corruption Act 2001*
- Complaints received that are not managed under this policy may be referred to another agency (i.e. the relevant department, the Crime and Corruption Commission, the Queensland Ombudsman). In this case, the complainant will be notified of this referral in writing.

3. Our guiding principles for managing complaints

Principles	This means we will...
1. People focus	<ul style="list-style-type: none"> • recognise and respect everybody's right to provide feedback • demonstrate a commitment to addressing feedback in a timely manner and without charge • involve the complainant in the process as far as is practicable and appropriate
2. Remedies	<ul style="list-style-type: none"> • attempt early, informal resolution and compromise wherever possible, at the lowest level possible (i.e. at manager level) • offer remedies that are fair to all parties, minimising the possibility of ongoing dispute
3. Visibility and access	<ul style="list-style-type: none"> • ensure clear information is available on PEEC's website about how and where to make a complaint and how complaints are managed • provide reasonable assistance to complainants with special needs in making complaints • recognise and address complaints provided anonymously, or through an authorized third party in the same manner as any other complaint
4. Responsiveness	<ul style="list-style-type: none"> • record, track, acknowledge and process complaints in a timely manner, in accordance with the relevant PEEC complaint procedure • ensure that the complainant is aware of the process, timeframes, their likely involvement, the possible outcomes of the complaint and any other necessary information
5. Objectivity and fairness	<ul style="list-style-type: none"> • manage complaints objectively and deal with them fairly, respectfully, consistently, 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 • deal with complaints confidentially to the extent possible and with personal information in accordance with the <i>Information Privacy Act 2009</i> • refuse to investigate a complaint if it is considered to be abusive, trivial, or vexatious
6. Feedback	<ul style="list-style-type: none"> • provide adequate and timely feedback on complaints to all parties • notify complainants of their internal and external review options
7. Monitoring and reporting	<ul style="list-style-type: none"> • record and report complaints in accordance with legislative and other requirements • commit to using complaints as an essential tool for continuous improvement
8. Resources and training	<ul style="list-style-type: none"> • ensure adequate resources (including training where required) are available • empower staff to implement PEEC's complaint management system as appropriate

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3. Responsible Officer

The Principal, Paluma Environmental Education Centre performs the role of PEEC Complaints Coordinator.

4. How to make a complaint to Paluma EEC

For more information about how to contact us, and what information should be provided, please visit: www.premiers.qld.gov.au/about-us/contact-us/compliments-and-complaints.aspx

5. Our process for dealing with complaints



We will try to resolve your complaint at your first point of contact if possible, for example on the phone or in person (Step 1). Otherwise, your complaint will go through a process of assessment and resolution, and written advice will be provided to you on the outcome of your complaint (Step 2).

If you are dissatisfied with the outcome of your complaint or how the complaint was handled, you may seek an internal review by the Principal PEEC (Step 3). If you are dissatisfied with the internal review you may seek an external review by an independent external review body (Step 4). The external review bodies available include the:

- Regional Director, Department of Education and Training, North Queensland Region
- Office of the Queensland Ombudsman
- Office of the Information Commissioner (for complaints about breaches of privacy).

6. Our timeframes

If you make a complaint you can expect:

- your complaint to be acknowledged within 5 working days
- simple complaints (that are not of a serious nature and/or not requiring extensive investigation or consultation) to be resolved within 20 working days
- if there is going to be a delay in responding to your complaint due to complexity or the requirement of extensive investigation, to be informed why and provided regular updates on the progress of the complaint.

7. Different procedures may apply to some complaints

PEEC is required to address certain types of complaints in specific manners. The PEEC Complaints Coordinator will assess and address an incoming complaint as per the below table.

Type of complaint	The complaint is governed by this policy and...
Complaints about PEEC products, services and employees.	PEEC Complaint Management Procedure. <i>Australian Standard ISO 10002:2014 for Complaint Management</i>
A complaint which is an allegation about 'corrupt conduct' as defined under s.15 of the <i>Crime and Corruption Commission Act 2001</i>	The complaint may be referred to the Crime and Corruption Commission (CCC) for investigation or investigated by DPC and reported to the CCC if required under the <i>CC Act</i> .
A complaint assessed as a public interest disclosure (PID) in accordance with the <i>Public Interest Disclosure Act 2010</i> .	Refer to <i>Public Interest Disclosure Act 2010</i> .
Complaint that PEEC has breached an individual's privacy	<i>Information Privacy Act 2009</i> and the PEEC Complaint Management Procedure
A complaint about the Principal.	Complaints about the Principal are referred to the Regional Director, Department of Education and Training, North Queensland Region

8. Approval and effective date

This policy has been approved by the Principal, Paluma EEC, on 13 August 2015.