



SERVICE COMPLAINTS MANAGEMENT POLICY

Office of the General Manager

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1. Purpose

BSA is committed to providing a service complaints management system which:

- Provides easy access for clients to information about BSA's services and procedures.
- Informs clients of their rights and their responsibilities, and
- Ensures complaints are dealt with in a timely, fair and objective manner.

BSA recognises feedback is an integral part of achieving effective customer service and can provide valuable insight to business improvement and staff development opportunities.

BSA has adopted an approach to complaints management where investigations will be conducted in an unbiased, transparent and accountable manner.

BSA encourages staff to provide excellent customer service and to address any client issue of concern at point of contact. BSA acknowledges in most instances when a client is dissatisfied, they will be expressing a concern rather than a complaint. However, when clients remain dissatisfied with the service or explanations given and wish to lodge a formal complaint, the matter should be referred to the service complaints management system. BSA's service complaints management system is in compliance with the Public Service Commissions Directive 13/06 – Complaints Management Systems.

2. Scope

This policy relates to service complaints from clients about BSA's procedures and the quality of service provided by staff.

This policy also covers compliments received from clients on customer service and suggestions.

BSA aims to manage all service complaints received in a fair and timely manner; there are circumstances where the scope of this policy does not cover a particular complaint. Refer to the table on the next page to see other resources available for complaints outside the scope of this policy.

This policy does not cover complaints in the following circumstances:

Complaint	Resource Available
Alleged official misconduct (as defined under the Crime and Misconduct Act, 2001) or public interest disclosures (as defined under the Public Interest Disclosure Act, 2010)	Complaints should be mailed to the General Manager BSA GPO BOX 5099 Brisbane Qld 4001
Denied Applications under the Right to Information Act, 2009 .	Contact BSA's RTI Manager for information on appeal of decision Manager Right to Information GPO BOX 5099 Brisbane Qld 4001 T: 1300 272 272
Complaints related to defective or incomplete building work against BSA licensees.	BSA Website – Building Disputes BSA Fact Sheet - BSA's Resolution Process BSA Form - Residential and Commercial Construction Complaint Form
Complaints about the decisions made by BSA in relation to licensing, dispute resolutions and Queensland Home Warranty insurance scheme.	The Queensland Civil and Administrative Tribunal (QCAT) website has information available on using QCAT and Applying to QCAT.
The outcome of matters that have been decided by QCAT of the courts.	Independent legal advice should be obtained in relation to appeal rights through the courts.
Correspondence to the Minister is handled as a separate process.	Ministerial complaints should be forwarded to a Local Member of Parliament or directly to the Minister.
Complaints against licensed certifiers	BSA website – Certifiers and the Certifier Complaint Form
Complaints about contractors, contractual behaviour, non-payment, unlicensed contracting and breaches of legislation.	Visit BSA's website, Complaints, Offences BSA investigates. Complete a notification of offence form or a Monies Owed form and return the completed form to BSA ComplianceComplaints@bsa.qld.gov.au
General Enquiries (information requests)	T: 1300 272 272 info@bsa.qld.gov.au

3. Policy

BSA has approach to managing service complaints is shown in the table below:

BSA's Service Complaint Management System		
Level 1	Point of Contact Complaint Handling All BSA staff are supported and encouraged to address client complaints at point of contact. If a complaint can not be addressed it should be referred to the staff member's immediate supervisor. If a complaint can not be addressed by the supervisor or the complainant requests their complaint be recorded, it should be referred to level 2 and is now deemed to be a formal service complaint.	BSA Staff
↓		
Level 2	Complaint Review or Investigation The Complaints Manager reviews and assessed complaints received or escalated from the point of contact (level 1).	BSA Complaints Manager

BSA's service complaints management system applies to all complaints within the scope of this policy. BSA has adopted an approach to complaints management where possible service complaints are addressed at the initial point of contact. If the complaint is not resolved at point of contact it is escalated to the Complaints Manager who will access and review the complaint.

BSA will investigate complaints in an unbiased, accessible, transparent, confidential, accountable manner and at the lowest appropriate level. BSA's service complaint management process allows for referral to a more senior investigator than the original decision maker.

BSA will ensure service complaints are promptly acknowledged and are responded to as a matter of priority. BSA's policy and service complaints management procedure places a high priority on communication with complainants to keep them informed about the progress of their service complaint.

3.1 Policy Statement

BSA's Service Complaint Management Policy is supported by the following principles:

3.2 Visibility and Access

Where to Access the Complaints Management Policy

BSA's Service Complaint Management Policy is located on both the BSA website and the Portal for ease of access for clients and staff.

How to Pay a Compliment, Register a Concern or Make a Service Complaint

Compliments, concerns and service complaints can be made by any member of the public, client or other stakeholder by –

- Email
- Face to Face
- Phone
- Fax
- Letter

Service complaints can be received verbally, however if the service complaint is not resolved at point of contact, the service complaint will be entered into the service complaints management system. The complainant will be requested to provide the required information as outlined on the complaint form. If a service complaint is not resolved at point of contact the staff member involved will provide the complainant with information on the process for how their service complaint will now be handled.

Where to Complain

Information on BSA's Service Complaints Management Policy including information on how to lodge a service complaint is on the BSA website along with a complaint form and lodgement details. Information is also available at all BSA offices.

What Information is required to lodge a complaint?

The complaint form details the information required to lodge a service complaint. If a service complaint is referred to the service complaints management system as much information as possible should be included about the service complaint matter.

How will complaints be managed?

BSA will acknowledge all complainants in a timely manner and will aim to resolve complaints within 28 days.

BSA recognises some service complaints may be sensitive and complex and may require detailed investigation and analysis. If BSA requires additional time to investigate a service complaint, the Complaints Manager will contact the complainant and will explain the reasons for the once off extension in time to investigate the service complaint.

Complainants will be provided with the contact details of the Complaints Manager and a summary of the intended process to investigate their service complaint.

Assistance in lodging a service complaint

BSA will offer reasonable assistance to complainants in lodging a complaint including access to an interpreter. Assistance is available if you have difficulties speaking or

writing English, or if you would feel more comfortable speaking or writing in your own language. The Queensland Government has information on translating services available. [Click Here](#) to access information on translating services. Alternatively, you can ask a relative, friend or someone at work to help you.

Further assistance is available for:

- Indigenous Queenslanders can call the Indigenous Info line on 1300 650 143.
- Hearing impaired, a TTY service is available by calling 13 36 77 (no additional call charges apply)

3.3 Responsiveness

All service complaints received will be managed in a timely manner, with timeframes communicated to the complainant.

The service complaints management system allocates a reference number to each service complaint entered into the system and the Complaints Manager is responsible for monitoring timeframes and providing progress reports if requested by the complainant.

BSA is committed to advising staff of the Service Complaints Management Policy and Procedures. Staff are made aware of the policy and procedures through corporate induction, staff information sessions, online learning module and information available on the portal. In addition key roles within the service complaints management process receive on the job training.

3.4 Assessment and Action

BSA's service complaints management system will:

- Assess service complaints on receipt to determine the most appropriate action to address the complainant's issues, including referral to external agencies.
- Treat all service complaints in a fair and objective manner and will adopt the principles of natural justice.
- Resolve service complaints with as little formality and disputation as possible and will utilise mediation, negotiation and informal conferencing as tools to address the complainant's concerns.
- Observe privacy and confidentiality principles as far as practicable in addressing complaints.
- Anonymous service complaints will be treated on their merits the same as other complaints. Anonymity will be respected. However, clear and concise information is required in order for a proper investigation to take place.

Unreasonable / Vexatious complaints

A service complaint may be considered unreasonable / vexatious when the purpose of the service complaint is determined to harass, annoy, delay or cause detriment. If a service complaint is considered vexatious in line with the guidelines provided by the Queensland Ombudsman Office, the Complaints Manager may choose to limit or cease correspondence to the complainant. If a service complaint is determined to be vexatious the decision must be communicated to the complainant in writing, including an explanation for the decision and a record of the correspondence must be maintained within the system.

Privacy

BSA will manage the complaints process and will ensure all personal information collected as part of the process is in accordance with the *Right to Information Act, 2009* and the *Information Privacy Act, 2009*.

3.5 Feedback

BSA's service complaints management system will provide complainants with:

- Advice on outcomes as soon as possible after a decision is made;
- Reasons for decisions;
- Information on available internal review options and/or any statutory external appeal options (e.g. Ombudsman) upon inquiry and via the website;

3.6 Monitoring Effectiveness

BSA's service complaints management system will provide management with information on identified trends of complaints received and any internal problem revealed by a service complaint will be communicated to the area responsible.

To ensure BSA's service complaints management system is an effective tool in resolving service complaints, BSA will record and analyse information on service complaints received as a way of identifying trends, system issues, and staff development opportunities to ensure it is providing an effective tool to resolve complaints, while capitalising on the improvement opportunities that may eventuate.

3.7 Remedies

BSA's service complaints management system will provide remedies which are consistent and fair to both the complainant and BSA and take into consideration BSA's legal obligations and good practice. The remedy sought by the complainant is always considered as the first option.

Remedies may include:

- An apology
- Change of procedures
- Correction of misleading or incorrect records
- An adequate explanation

4. Definitions

Anonymous complaints – a complaint made by an individual who does not provide their name or any contact information.

Client – any member of the community or industry that interacts with BSA.

Complainant – any person who lodges a complaint with the BSA.

Compliment – positive feedback within the scope of this policy.

Service Complaint – an expression of dissatisfaction orally or in writing about the quality or delivery of BSA services, BSA procedures or the conduct or actions of BSA staff.

Complaints Manager – means the BSA’s officer appointed to maintain and report on the Complaints Management System.

Service Complaints Management System – means the system implemented by BSA to manage service complaints received within the scope of this policy.

Days – within the scope of this policy refers to working business days.

General Manager – Within the scope of this policy refers to the General Manager of the Building Services Authority.

Natural Justice – a method of procedural fairness incorporating hearing both sides of the story before forming an opinion and making a decision while acting in an impartial and unbiased manner.

Vexatious complaint – means a service complaint determined by BSA to be intended to harass, annoy, delay or cause detriment.

5. Roles and Responsibilities

BSA staff are responsible for:

- initially dealing with concerns and service complaints from clients with a view to resolution
- escalating the service complaint to the Complaints Manager when a service complaint is not resolved
- providing details of the nature of the service complaint and action taken

Complaints Manager is responsible for:

- initial investigation of service complaints and drafting correspondence as required
- signing off correspondence explaining procedures to clients
- providing progress reports as required and requested

General Manager is responsible for:

- reporting to the Minister and the BSA Board in relation to complaints where appropriate
- overseeing internal reviews as required as part of the service complaints management process
- correspondence and briefings to the Minister, BSA Board and the Ombudsman relating to complaints
- receiving and responding to service complaints directed to the General Manager

6. Review

The service complaints management system including this policy and internal operating procedures will be reviewed every 12 months by the Complaints Manager. The General Manager is responsible for approving the review.

7. References / Related Documents

Legislation

- *Crime and Misconduct Act, 2001*
- *Public Interest Disclosure Act 2010*
- *Right to Information Act, 2009*
- *Information Privacy Act, 2009.*

BSA Policies

- BSA Code of Conduct
- BSA Official Misconduct policy

Other Reference Documents

- Office of the Public Service Commission Directive 13/06, Effective Complaints Handling
- Queensland Ombudsman Office, Effective Complaints Management Fact Sheets 1 -16
- Queensland Ombudsman Office, Effective Complaints Management Self Audit Checklist
- Queensland Ombudsman Office, Managing Unreasonable Complainant Conduct Practice Manual
- Australian Standard – AS ISO 10002-2006 Customer Satisfaction