



Good complaint handling
for front-line staff

This is part of my broader vision for my office - not only do we handle complaints and investigate systemic issues and protected disclosures.

I want to use those complaints to drive improvements in public administration, and to feed back to departments and agencies so they can respond better to public concerns.

- Deborah Glass

1. Pierre



- Shift worker
- Rents an adjoining townhouse
- Neighbour a reclusive gamer

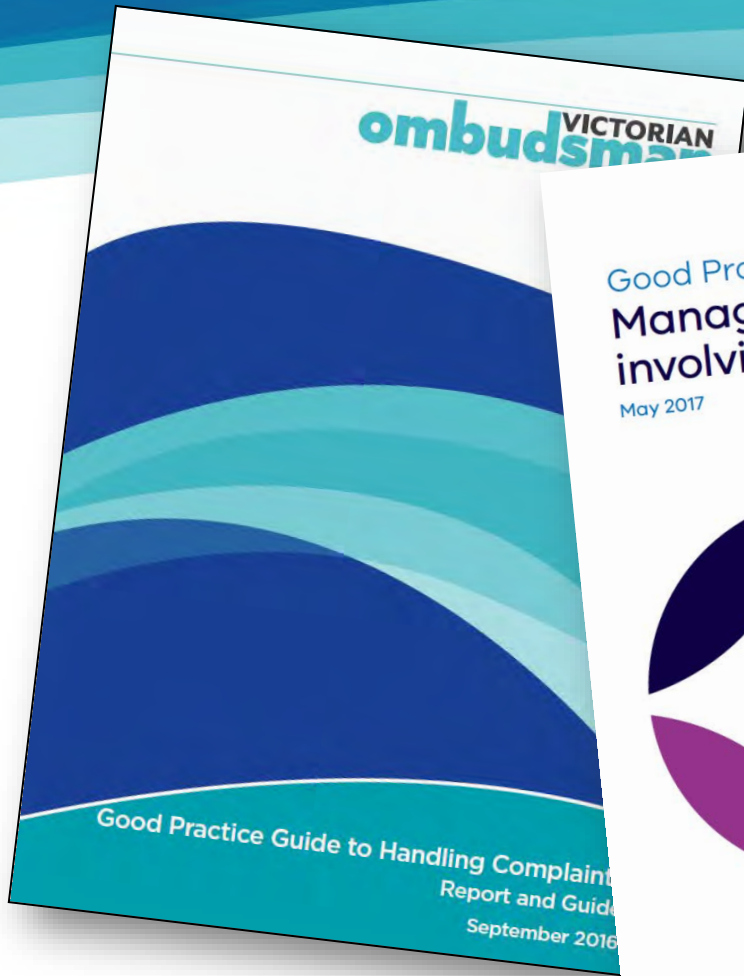
2. Samantha and Ralph



- Diagonal neighbour
- Ralph has a dog
- Puts the dog outside when he has guests

Stages of complaint handling





The tiered approach



COMPLAINTS
SHOULD BE
SEEN AS A
GIFT...

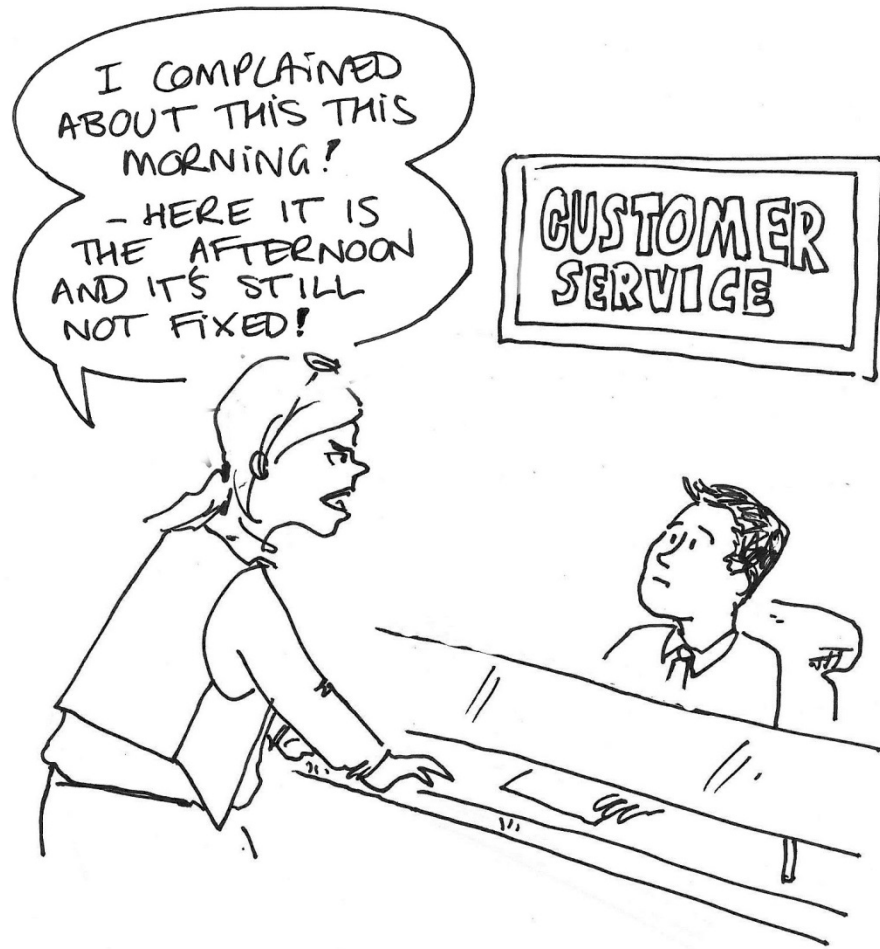
IF I COMPLAIN
ABOUT COMPLAINTS
- IS THAT
REGIFTING?



Dealing with complaints

The steps involved:

1. Assessment & planning
2. Information gathering
3. Making a decision
4. Remedies
5. Evaluation



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Making a decision

Following the decision

- ✓ Communicate in appropriate format
- ✓ Record outcome in complaint handling system
- ✓ Implement actions
- ✓ Provide de-identified information to quality improvement teams, managers & senior management
- ✓ Monitor effectiveness of outcomes

Remedies

- ✓ An explanation
- ✓ An apology
- ✓ An admission of fault
- ✓ A change in decision or correction of misleading records
- ✓ A change to policy, procedure, practice or relevant law
- ✓ Disciplinary action
- ✓ Referral of a matter to an external agency.

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Pitfalls in complaint handling

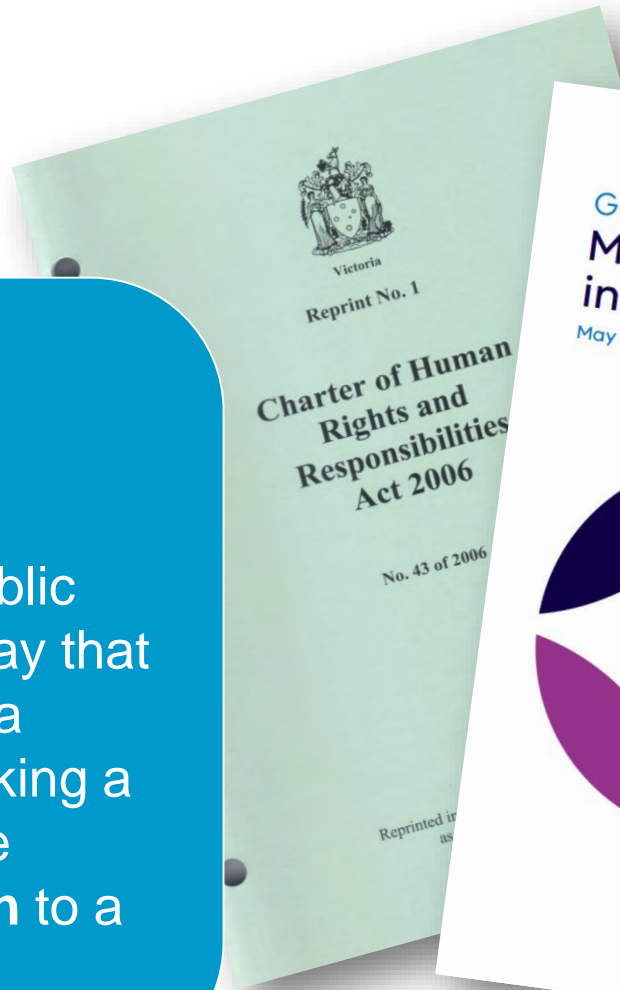
Types of complaints we see are:

- Not responding to the complaint
- Not recognising a complaint
- Not meeting expectations
- Not identifying the real issues
- Not referring if you cannot assist
- Not considering the systemic perspective
- Not influencing the rest of the business

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Conduct of Public Authorities

It is **unlawful** for a public authority to act in a way that is **incompatible** with a human right, or in making a decision, to fail to give **proper consideration** to a relevant human right



Questions and feedback

