

Complaints Management Policy

Document Reference/Name: Complaints Management
Version Number: 1.0
Document Status: Draft Under Review Approved Archived
Policy or Procedure: Policy
Policy Type: Executive
Responsible Department: Corporate Affairs
Position Responsible: Manager, Ministerial and Government Relations

Effective Date: 1 June 2018
Next Scheduled Review Date: 30 June 2019
Authorisation Level Requirement: Executive

Version History

V0.1	30 November 2017
V0.2	12 December 2017
V0.3	15 January 2018
V1.0	8 May 2018

Draft prepared by Darcy Slattery, Manager Ministerial and Government Relations
Edits made after consultation with Corporate Communications
Edits made after consultation with People and Leadership and Legal
Approved by the Group Executive Team

Complaints Management Policy

Contents

1. Purpose.....	2
2. Scope.....	2
3. Overarching Legislation and Related Policies.....	2
4. Guiding Principles.....	3
5. Supporting Resources.....	3

1. Purpose

This policy outlines how Tourism and Events Queensland manages complaints received from a range of stakeholders.

Tourism and Events Queensland (TEQ) is committed to effective complaints management and responding appropriately to feedback. TEQ recognises the importance of effective complaints management and the integral role it plays in quality service delivery.

Ineffective complaints management puts at risk the reputation of TEQ with the industry and with consumers.

2. Scope

This policy applies to all TEQ employees and other parties who have been engaged by TEQ to perform activities or duties or provide a service or services on behalf of TEQ.

Complaints managed under this policy are in relation to:

- a product directly delivered by TEQ;
- a service directly provided by TEQ;
- an action taken by TEQ;

Complaints which are deemed not to be about the above (for example, a comment on a government policy or the actions of another entity such as an event organiser) are not managed under this policy.

General enquiries are not managed under this policy – please see Consumer Enquiries policy.

A complaint about a TEQ officer’s conduct is not managed under this policy – please contact People and Leadership.

A complaint that is in relation to a Public Interest Disclosure is not managed under this policy – please see the [Public Interest Disclosure Policy](#) on the Lobby.

A complaint about a decision or action of TEQ must be made no later than 12 months after the complainant was notified or made aware of the decision or action. Complaints made outside this time period will only be reviewed if TEQ considers that exceptional circumstances warrant consideration of the out-of-time complaint.

3. Overarching Legislation and Related Policies

TEQ’s [Code of Conduct](#) outlines TEQ’s commitment to managing complaints effectively. Under the principle of promoting the public good, TEQ is committed to excellence in service delivery by treating complaints from clients and the community (e.g. Queensland tourism industry operators and consumers) seriously and use constructive feedback as an opportunity for improvement.

- [Public Sector Ethics Act 1994](#)

Complaints Management Policy

- [Tourism and Events Queensland Act 2012](#)
- [Information Privacy Act 2009](#)

4. Guiding Principles

The complaint management principles underlying this policy reflect the Australian/New Zealand Standard AS/NZS 10002-2014 Guidelines for complaint management in organisations.



People – TEQ recognises and respects everybody’s right to provide feedback and commits to addressing feedback in a fair, transparent and timely manner. TEQ ensures that staff have adequate training and resources available to manage complaints.

Outcome – TEQ focusses on resolving issues early through information means and will offer remedies that are fair to all parties wherever possible.

Fair – TEQ manages complaints objectively and deal with them fairly, respectfully, consistently and in accordance with the principles of natural justice.

Transparent – TEQ ensures that clear information is available on TEQ’s corporate and consumer websites about how and where to make a complaint and how complaints are managed.

Responsive – TEQ manages complaints in a timely manner, ensuring that the complainant is aware of process, timeframes, the possible outcomes of the complaint and other necessary information.

Accountable – TEQ monitors and reports on complaints in accordance with legislative and other requirements, and commits to using complaints as an essential tool for continuous improvement.

5. Supporting Resources

This policy should be read in conjunction with:

- The Complaints Management Procedure; and
- TEQ’s Complaints Management Register.