



Document Title:

Complaints' Management System Policy

1. Purpose

The purpose of the **Complaints Management System** is to assist the Queensland College of Teachers (QCT) to assess and where possible improve its services and actions. It provides a process for the QCT to be responsive to and facilitate the resolution of complaints from the public, teachers or interest groups.

The Complaints Management System does not apply to employee complaints or grievances or complaints or allegations made against teachers. It also does not apply to reviews and appeals provided for under the *Education (Queensland College of Teachers) Act 2005*.

2. Rationale

The QCT acknowledges that we are accountable for how its business is perceived by the public, teachers and our interest groups. Feedback from the public, teachers and interest groups, relevant to their level of satisfaction with the service or actions of the QCT and its employees will be captured and analysed. The QCT believes that both constructive criticism and information from complaint data will contribute to business improvement and enhanced customer service. Therefore the QCT will ensure that it has a confidential, simple and effective complaint and resolution process in place and that it will monitor, review and report on complaints to facilitate improvements to the way it does business.

3. Definitions

- A **complaint** is an expression of dissatisfaction made to the QCT about its products; level of service or the behaviour of an employee; or the Complaints Management System itself; where the complainant expects a response or resolution. A complaint about the requirements of the *Education (Queensland College of Teachers) Act 2005*, or other related legislation is not a complaint however the way the QCT has implemented the legislation may constitute a complaint for the purpose of this policy e.g. a complaint about reasons why the QCT will not waive a late fee may be a complaint.
- The **complainant** is the person who initiates a formal complaint.
- All **employees** of QCT (permanent, temporary and casual) are included in the scope of this policy.
- **Complaints Co-ordinator – Officer** is the officer designated to assess and delegate.
- The **Complaints Management System** refers to the process for the resolution of a complaint and the collection of information or data about complaints and the subsequent resolution of any issues arising from the complaint. The system reflects the requirements of the *Office of the Public Service Commissioner's Directive No. 13/06*.

4. Policy

The QCT aspires to provide outstanding customer service to the public, teachers and interest groups. The QCT will treat all complaints professionally and endeavour to resolve them if appropriate.

The QCT is committed to implementing a complaints management system that meets the minimum standards of an effective complaints management system as provided for in the *Public Service Commission Directive 13/06 Complaints Management Systems*.

Implementation date
9 December 2009

Review date
September 2010

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These include:

- A readily available and easily accessible system for complaints
- Timely response and resolution to complaints
- A fair and objective system of assessment and action
- Timely feedback to complainants
- Well communicated system improvements
- Identifying trends and monitoring system improvements

Additionally, the QCT will review the Complaints Management System annually to continue to monitor and improve the process in accordance with *ISO10002:2004 Quality management – Customer satisfaction – Guidelines for complaints handling in organisations*.