

2023

# Public Skills Australia

## COMPLAINTS MANAGEMENT POLICY

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# Complaints Management Policy

## Purpose

1. To ensure that complaints about Public Skills Australia services, products, and actions are managed through an effective and consistent process. Public Skills Australia is committed to being fair, effective, and efficient when managing and addressing complaints.

## Objectives

2. To demonstrate Public Skills Australia's commitment to promoting a culture that addresses complaints in a fair and transparent way in order to improve its business practices
3. To maintain confidentiality and protect the identity of people making complaints where this is practicable and appropriate; personal information that identifies individuals will be disclosed only when absolutely necessary and in consultation with the individual
4. To outline Public Skills Australia's commitment to being accessible and responsive to all who approach the Company with feedback or complaints.

## Scope

5. This policy is to be read in conjunction with the Constitution of Public Safety Skills Australia Limited and all Public Skills Australia policies; no policy is a standalone document.
6. All Public Skills Australia policies are to be read in conjunction with following Australian Government Department of Employment and Workplace Relations (DEWR) documents:

*Jobs and Skills Councils Code of Conduct*

*Jobs and Skills Councils Integrity Framework*

*Jobs and Skills Councils Performance Framework*

*Jobs and Skills Councils Program Guidelines*

*Performance and Monitoring Framework (under development)*

*Training Package Organising Framework (TPOF).*

7. All Public Skills Australia policies apply to staff and Company office holders, as well as contractors, subcommittees, networks, and working groups when undertaking work on behalf of Public Skills Australia.

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## Principles

8. To enable effective complaints management, Public Skills Australia adheres to the following principles:
- fairness and objectivity
  - accessibility and transparency
  - effectiveness and efficiency
  - responsiveness and accountability.

## Complaints

9. This policy will focus on managing, responding to, and tracking complaints to ensure a timely and appropriate response to complainants.
10. Complaints may be about the services, products, or actions of Public Skills Australia, Company office holders, contractors, subcommittees, networks, or working groups when undertaking work on behalf of Public Skills Australia.
11. Public Skills Australia acknowledges that not all complaints involving personal and subjective perspectives on services, products, or actions may be actionable – where this occurs a response explaining this position will be provided to the complainant.
12. Complaints not covered by this policy include those:
- that require alternative dispute resolution
  - that are staff grievances
  - related to public interest and privacy complaints
  - related to accessing government information
  - about a government or private sector organisation.

## Entry points for complaints

13. Public Skills Australia acknowledges that complaints may be communicated to Public Skills Australia using a range of entry points, including via the website 'Contact Us' section, via email and/or conversations with staff, or through other entry points such as complaints made to Public Skills Australia members, subcommittees, or networks.

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14. The following steps will be taken when complaints are received:

- Complaints will be recorded, including nature of complaint, complainant contact details (where provided), date and time the complaint is received, and any other relevant and useful information.
- Where possible, the first responder will address and resolve the complaint.
- Where resolution is not possible immediately, complaints will be triaged by the first responder and communicated to the Business Operations Manager within 24 hours of receiving the complaint.
- Complaints about the performance, behaviour, or actions of Public Skills Australia staff, Company office holders, contractors, subcommittees, networks, or working groups, will be referred to the Business Operations Manager, who will work with the relevant line manager or chair to resolve the complaint.

15. The Business Operations Manager will record the complaint and relevant details in a Complaints Register and:

- send a response acknowledging receipt to the complainant within 2–3 working days
- triage the complaint and refer to the relevant team or responsible staff member (should the complaint be about a service or product). In such instances, the team or responsible staff member will have 5 working days to respond to the complainant and resolve the matter, where possible. If resolving the complaint is not possible or will exceed 5 working days, the relevant team or responsible staff member will contact the complainant within 5 working days to discuss the complaint and outline steps to address the complaint. All such communications about the complaint will be sent as soon as possible to the Business Operations Manager to record in the Complaints Register
- monitor and review all complaints, and regularly update the CEO on any identified trends or areas of concern for Public Skills Australia.

16. Complainants dissatisfied with the response have the option to request a review via the Business Operations Manager, who will raise any such review requests at the relevant weekly meeting with the CEO in order to agree and outline next steps.

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17. Where complaints may affect the efficiency and effectiveness or the economies of scale of the work that the organisation does, Public Skills Australia may not be able to resolve the complaint.
  18. Where complaints are made about staff, Public Skills Australia will balance the provision of a safe and secure environment for its staff with the rights of the complainant and the reasons for the complaint.
  19. Where complainants behave unreasonably in their dealings or where their conduct can significantly affect the progress and efficiency of its work and/or its staff, Public Skills Australia will take appropriate steps to support its work and its staff. As a result, Public Skills Australia will take proactive and decisive action to manage any conduct that negatively and unreasonably affects Public Skills Australia and will support its staff to do the same, in accordance with this policy.

#### Protecting complainants

20. Public Skills Australia will take all reasonable steps to ensure that complainants are not adversely affected.

#### Anonymous complaints

21. Public Skills Australia may accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of complaints if sufficient information is provided.

#### Reviewing this policy

22. This policy will be reviewed when applicable and within 3 years.