

Division	Customer Experience		
Business unit	Support		
Application	RTA Wide	Contact officer	Chief Customer Experience Officer

Purpose

This policy sets out the RTA's approach to the management of customer complaints.

Policy statement

The RTA is committed to delivering a positive customer experience and recognises that addressing complaints are an opportunity to improve our services.

The RTA places our customers at the centre of everything we do and will work with customers to resolve their complaints in a fair and timely way.

This aligns with the RTA's [Client Service Charter](#) and [Strategic Plan](#).

Scope/application

This policy applies to all staff including temporary and permanent employees, consultants, contractors, students, or any other person who provides us with services on a paid or voluntary basis.

This policy governs the management of external complaints made to the RTA by members of the public, stakeholders, and people acting as members of the community. A person may complain on behalf of another person if they are authorised to do so. For the purpose of this document, they are referred to as customers.

A complaint is an expression of dissatisfaction made to or about the RTA, by a customer who is apparently directly affected, regarding:

- our customer service
- our products
- our policies and processes
- the behavior of an RTA officer or
- a customer who believes that their human rights have been limited.

And a response or resolution is required or requested. In some instances, a response may be legally required.

This policy is supported by the Complaints Management Procedure and processes.

Note: any feedback or complaints regarding public interest disclosure are contemplated under the [Public Interest Disclosure Policy](#).

Some complaints are excluded from this policy, as they are managed by particular legislative requirements or can not be actioned using a standard process.

The RTA may decline to action some complaints where the matter is:

- Outside jurisdiction (E.g., QCAT or Bond loan processes or outcomes)
- Impractical to investigate
- About conduct displayed by parties other than the RTA and where a legislative remedy is unavailable
- About incomplete Investigation cases
- Offensive, or unreasonable complaints.

Decisions to decline will be communicated with the complainant where possible.

Anonymous complaints can be considered however a response may be unlikely if a return address is not supplied and it appears the complainant does not want to be identified.

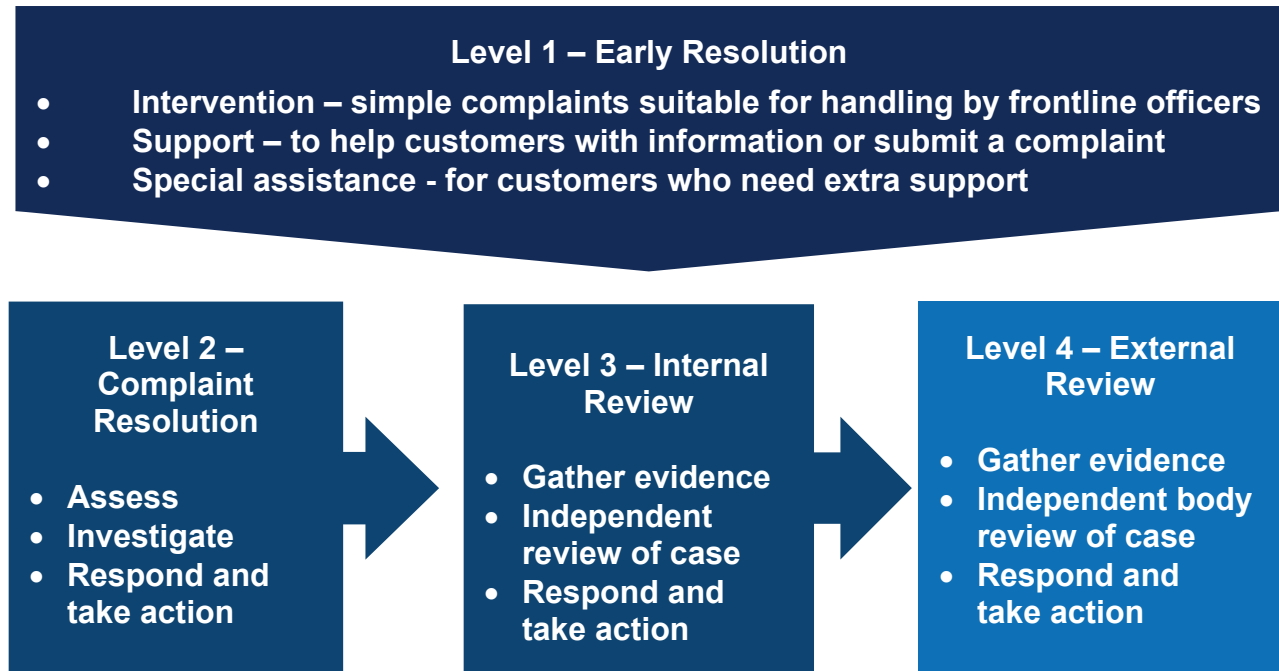
Complaints Management principles

To achieve our goals, the RTA's Complaints Management Policy is underpinned by the following:

Principle	Applied
Proportionality	<ul style="list-style-type: none"> Used as an equitable method of determining the seriousness, sensitivity, or complexity of a complaint/matter. Allows allocation of the 'best fit' resource to handle or address the complaint/matter.
Visibility	<ul style="list-style-type: none"> Customers have access to the policy and complaints information. Customers are provided with clear and concise information about how and where to complain. Complaints management information is provided to staff and awareness is raised through onboarding and regular training.
Accessibility	<p>Customers can submit their complaint to the RTA in writing (online, email or post), by phone or face-to-face.</p> <p>Customers who need assistance to submit their complaint may access the following services:</p> <ul style="list-style-type: none"> Translationz - translating and interpreting service provider National Relay Service (NRS) the RTA Complaints webpage for user-friendly self-service options the RTA's Contact Centre for individual assistance.
Responsiveness	<ul style="list-style-type: none"> Early intervention channels are available for simple and time-sensitive matters. Customer complaints are acknowledged. Responses provide a clear explanation of any decisions or actions taken. Resolutions offered are fair and reasonable to all parties. Customers are advised about their internal and external review options, if applicable.
Reporting and Accountability	<ul style="list-style-type: none"> Complaints information is visible and easily accessible on our website. The complaint management system is monitored to ensure it meets customer and business needs. Complaints data is used to fix problems and make business improvements. Complainants are de-identified for general reporting. Everyone has the right to complain and will not be disadvantaged for doing so.

Our complaints management system complies with the *Public Service Act 2008*, is compatible with the *Human Rights Act 2019* and meets the guiding principles of the Australian Standard.

Complaints management model



Statement of behavioural standards

The RTA expects that both customers and staff will maintain a respectful and courteous manner in working together to resolve a complaint or matter.

If the RTA receives a customer complaint that is offensive or unreasonable, the RTA may decline to respond to protect the safety and well-being of its employees.

The RTA may use discretion when communicating a decision to decline a complaint and may invite the customer to resubmit if adjustments are made to meet behavioural standards. The substance of a complaint dictates the level of resources dedicated, not a complainant's demands or behaviour.

RTA staff behaviour is governed by a Code of Conduct and are required to treat customers and members of the public with respect, and to recognise that others have the right to have views that are different from their own.

Review and consultation

The RTA's complaint management system is reviewed annually to ensure it continues to meet the RTA's business and customer needs and best practice guidelines.

The review process considers input from both internal and external sources.

References

- Australian/New Zealand Standard – Guidelines for complaints management in organisations (AS/NZS 10002-2014)
- *Information Privacy Act 2009*
- *Public Sector Ethics Act 1994*
- *Public Service Act 2008*
- *Residential Tenancies and Rooming Accommodation Act 2008*
- *Right to Information Act 2009*
- *Public Records Act 2002*
- *Anti-Discrimination Act 1991*
- *Human Rights Act 2019*

Links to other RTA documents

- Complaints Management Procedure
- [RTA Client Service Charter](#)
- [RTA Strategic Plan](#)
- Code of Conduct Policy
- Ministerial and Executive Correspondence Procedure
- RTA Style Manual
- Statement of Service – Customer Experience Policy
- Information Access Policy
- Right to Information and Privacy Policy
- Public Interest Disclosure Policy
- Human Rights Policy
- Managing Unreasonable Customer Behaviour Policy

Definitions

Apparently directly affected: Based on information available, interests or rights are likely to have been impacted. Note that this indicates that the concerns are greater than that of a bystander.

Impractical to investigate: Describes matters:

- where no supporting evidence can be found, or
- records have been archived or removed in accordance with record keeping policies, or
- allegations made cannot be proven or disproven, or
- a lack of detail prevents investigation of the matter

Anonymous complaint: where the identity of the complainant/author is unknown/wishes to remain unknown

Human rights complaint: Alleged breach of Section 58(1) of the Human rights Act 2019 – where:

- we have acted or made a decision not compatible with human rights or
- we have failed to give proper consideration to a human right

Release notice

The following release notice must be completed by the author who must ensure the authorising officer approved the document.

Release notice			
Release date	13/07/2022		
Human Rights Impact Assessment			Date
Author	See Governance Risk and Compliance for copies		12/07/2022
Governance, Risk & Compliance review	Principal Governance Risk and Compliance Officer		13/07/2022
	Name	Approval email	Date
Reviewers	See Governance Risk and Compliance for copies		
For information only			
Quality review	Principal Governance Risk and Compliance Officer		7/07/2022
Approvers	Chief Customer Experience Officer		7/07/2022
Version	Amendment details	Author	Date
v0.1	Draft new policy for complaints – separated from Customer feedback policy	See Governance Risk and Compliance for copies	04/04/2022
V0.2	Feedback of initial draft from Stake Holder Representative group	See Governance Risk and Compliance for copies	12/04/2022