

Customer Complaints Management Policy

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1 Policy statement

The Department of Employment, Small Business and Training (DESBT) is committed to delivering high quality services that respond to community need. We will ensure that complaints received are dealt with fairly, promptly and in an efficient and confidential manner, that is compatible with human rights, and that the complainant is aware of the complaints management process and what to expect when they lodge a complaint.

2 Purpose

This policy sets the direction for customer complaints management in DESBT. The Customer Complaints Management Guideline and the Information Privacy Policy set out the steps to successfully manage customer complaints consistently, fairly, reasonably and on time.

3 Objective

The objectives of this policy are to ensure:

- fair, accountable, transparent and responsive management of complaints about DESBT functions;
- it is accessible and responsive to the needs of all, including children and young people;
- identification and correction of errors or omissions;
- effective monitoring of complaints;
- identification and implementation of business improvement opportunities; and
- that customer complaints are resolved in a timely manner and within designated timeframes.

4 Scope of the Policy

This policy implements section 219A of the *Public Service Act 2008*. Under this section, Queensland Government departments must implement an effective complaints management system that complies with *AS/NZS 10002:2014- Guidelines for complaint management organisations*.

In scope

A complaint is the verbal or written expression of dissatisfaction about the policies, products, projects or services provided by us and/or our staff. This includes:

- past, current or proposed policies, products, projects or services
- past or current staff, including the customer service provided by staff
- actions or decisions made, including proposing an action, making a recommendation and failing to take an action or make a decision.

This policy covers external complaints made to us by members of the public, stakeholders or staff members acting as members of the community.

Certain specific complaints are excluded from this policy as they are managed under particular legislative or contractual requirements, are out of scope, or have been granted an exemption.

Out of scope

Customer complaints do not include:

- complaints that are assessed as a public interest disclosure (*Public Interest Disclosure Act 2010*);
- complaints involving corrupt conduct (*Crime and Corruption Act 2001*);
- complaints (grievances) by departmental employees about their employment (*Public Service Act 2008* and Public Service Commission directives);
- complaints alleging breach of legislation by other third parties
- complaints that may have a specific avenue for statutory review and/or are addressed in an external forum or court e.g. a tribunal, a commission, a court or another agency (whether it has commenced or not);
- matters subject to internal or appeal processes under DESBT's administered legislation;
- complaints made in accordance with the *Right to Information Act 2009* and the *Information Privacy Act 2009*
- complaints about matters that fall outside of DESBT's portfolio.

However, it is important to note that some complaints once received and assessed, may then be determined to be out of scope due to the nature of the complaint, and may be managed through a different internal or review process. Information on the process for handling such complaints can be found in the Treatment of out of scope customer complaints (**Appendix 1**).

5 Definition

Under the *Public Service Act 2008*, section 219A (4), a customer complaint:

- a) means a complaint about the service or action of a department, or its staff, by a person who is apparently directly affected by the service or action
- b) includes, for example, a complaint about any of the following:
 - I. a decision made, or a failure to make a decision, by a public service employee of the department
 - II. an act, or failure to act, of the department
 - III. the formulation of a proposal or intention by the department
 - IV. the making of a recommendation by the department
 - V. the customer service provided by a public service employee of the department.

Additional definitions used in customers complaints management can be found at **Appendix 2**.

Complaints are recorded according to one or more of the following issue categories:

Issue	Description
Provision of a service	A complaint relating to how a DESBT service is provided including timeliness, quality or cost of the service
Provision of a Communication channel	A complaint relating to how information and delivery of DESBT services is provided including ease of use and access and customer experience
Staff conduct	A complaint relating to the behaviour of a DESBT staff member when providing a service
Administrative decision	A complaint about a decision made by a DESBT officer when providing a service, including misconduct and maladministration
Policy/procedure	A complaint about the process followed to provide a service

Human Rights	A complaint about an alleged contravention or breach of section 58 (1) of the Human Rights Act 2019 by a public entity (DESBT) in relation to an act or decision of the public entity. In addition, the complainant may not have explicitly identified or alleged a human rights breach in their complaint, however the agency may determine that the complaint does engage human rights and so it should be recorded as such.
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6 Human Rights Complaints

One of the objectives of the *Human Rights Act 2019* (HR Act) aims to ensure that a culture is built in the Queensland Public Sector that respects and promotes human rights, accordingly, placing human rights at the forefront of government decision-making and actions.

The HR Act protects and promotes 23 human rights, reflecting four basic principles: freedom, respect, equality and dignity. It creates obligations on all public entities, which includes government employees, to properly consider and act compatibly with human rights when making decisions, developing policies, making laws and delivering services.

Giving proper consideration to a human right in making a decision includes identifying:

- the human rights that may be affected by the proposed decision; and
- whether the proposed decision would be compatible with human rights (see section 58 of the HR Act).

The meaning of compatible with human rights is defined in section 8 of the HR Act. It states an act or decision will be compatible with human rights if:

- it does not limit a human right, or
- it limits a human right only to the extent that is reasonable and demonstrably justifiable, in accordance with section 13 of the HR Act.

Making a Human Rights Complaint

If an individual believes their human rights have been breached due to an action or decision (e.g. policy, program or service) of DESBT, they can raise a customer complaint through DESBT's existing complaints management process.

A complainant may make a complaint to the QHRC if they have not received a response or consider the department's response to be inadequate. In addition, under section 65(2) of the HRA provides that in exceptional circumstances the Commissioner may accept a complaint made before 45 days have elapsed.

Assessing a Human Rights Complaint

DESBT will assess all customer complaints for breaches of human rights, whether the individual has identified a human rights concern or not.

Three keys steps to identify and consider human rights are:

1. identify the human rights relevant to the complaint
2. consider whether the action or decision limits those human rights
3. assess whether the limitation is justified and reasonable in the circumstances.

The DESBT Customer Complaints Management Guideline (internal only document) provides details as to how DESBT manages human rights complaints.

More information is available at:

Human Rights Portal: www.forgov.qld.gov.au/humanrights

QHRC: <https://www.qhrc.qld.gov.au/>

Queensland Ombudsman: <https://www.ombudsman.qld.gov.au/>

7 How to make a complaint

We always endeavour to resolve customer concerns prior to any escalation to a formal complaint. If this cannot be achieved, complaints can be communicated to us as follows:

- via the Queensland Government portal <https://www.complaints.services.qld.gov.au/> ([preferred option](#))
- via the DESBT website – [Providing feedback or making a complaint](#)
- by mail to Department of Employment, Small Business and Training, PO Box 15483, CITY EAST QLD 4002
- via a public interest disclosure
- by telephone to the Queensland Government switchboard (within Australia) - 13 QGOV (13 74 68)
- Facebook and Twitter comments that could be considered a complaint, will be assessed by the Communications and Media team who will request that the complaint is lodged formally
- verbal complaints are to be recorded in writing and officers will assist customers to put their complaint in writing or to record it for the customer. Where verbal complaints are recorded in this way, the contents should be read to the customer to verify the details are accurate.

In addition, DESBT will accept complaints from the representatives of customers, including family members, friends and authorised representatives/organisations that act in support of the person.

7.1. Accessibility and interpreter assistance

For deaf and hearing-impaired customers, we recommend the following communication options using the National Relay Service:

- TTY users' phone 133 677
- Speak and listen (speech-to-speech relay) 1300 555 727
- Internet relay users connect to the National Relay Service.

For English language assistance, we recommend the following options available:

- Telephone interpreters - Translating and Interpreting Service (TIS) National. TIS National is available 24 hours/7 days a week, for the cost of a local call on 131 450
- Directory of Accredited Practitioners of Translating and Interpreting - National Accreditation Authority for Translators and Interpreters. NAATI Hotline 1300 557 470 within Australia.

8 Guiding principles

The following principles are the basis of our Customer Complaints Management Framework.

Guiding principles	What does this mean in DESBT
Enabling complaints	
People focus	<ul style="list-style-type: none"> • Everyone has a right to complain. • DESBT proactively seeks and receives feedback and complaints. • DESBT has a strong commitment to addressing any issues raised within a reasonable timeframe. • People making complaints are treated with respect, and they should be actively involved in the complaints process as far as practicable and appropriate.
Ensuring no detriment to complainant	<ul style="list-style-type: none"> • Complainants are not adversely affected because of a complaint made by them or on their behalf.
Visibility and transparency	<ul style="list-style-type: none"> • Information about how and where a complaint may be made is well publicised on DESBT's website and made available (both in writing and verbally) at frontline service locations.
Accessibility	<ul style="list-style-type: none"> • DESBT will provide all reasonable and practical help and support to make it easy for all complainants to make a complaint by recognising the particular needs of people, including people with a disability, children, young people, people living in regional and remote areas, the aged and people from culturally and linguistically diverse backgrounds. • A complaint may be made to any employee of DESBT in person, by phone, email letter or using the online form on the DESBT website. • DESBT will accept complaints from representatives of customers, including family members, friends and other people or organisations that act in support of the person.
No charges	<ul style="list-style-type: none"> • A complainant will not be charged a fee to complain.
Managing Complaints	
Responsiveness	<ul style="list-style-type: none"> • Complaints are acknowledged promptly and responded to fairly, reasonably and in a timely manner. • Anonymous complaints are treated like any other complaint. • Staff are aware of the policy and guidelines available on website and the DESBT intranet. • Adequate resources, including trained staff, are available to manage complaints. • Complaints are recorded and tracked, timeframes for resolution are monitored.
Objectivity and fairness	<ul style="list-style-type: none"> • Complaints are taken seriously and are handled fairly, objectively and without bias. • Complaints are assessed and categorised on nominated criteria. • Managing officers may refuse to investigate a complaint if it is considered to be abusive, trivial or unreasonable. • The principles of natural justice and provision of avenues for review are applied to all complainants. • Reviews of decisions will be made by people other than the original decision maker. • Complaints will be managed in a way that is compatible with human rights.

Equity	<ul style="list-style-type: none"> All complaints are to be handled in an equitable manner and in accordance with the DESBT Customer Complaints Management Policy. The Complaints Guidelines addresses the issue of how to manage the conduct of complainants who act unreasonably, such as unreasonable persistence, demands, lack of cooperation, arguments and behaviour.
Privacy and disclosure	<ul style="list-style-type: none"> Personally identifiable information about any individual should only be disclosed or used in compliance with all relevant privacy laws i.e. the <i>Information Privacy Act 2009</i> and ethical obligations when managing a complaint. Section 25 of the <i>Human Rights Act 2019</i> also states that a person has a right not to have the person's privacy, family, home or correspondence unlawfully or arbitrarily interfered with; and not to have the person's reputation unlawfully attacked.
Communication	<ul style="list-style-type: none"> DESBT will provide explanations for policies, procedures and decisions in its communication with complainants and its staff, particularly those staff handling complaints.
Managing the parties	
Conduct of parties	<ul style="list-style-type: none"> The Customer Complaints Management Policy and Guidelines makes clear the expected behaviour of both its staff and complainants.
Work health and safety	<ul style="list-style-type: none"> The Customer Complaints Management Policy and Guidelines ensure the health and safety of staff involved in complaint management, including identity protection as required.
Complaint involving multiple parties	<ul style="list-style-type: none"> If a complaint involves multiple organisations, consideration should be given to options for coordinating communication with the complainant. Communication and information exchange between organisations should be pre-arranged however, this should be subject to privacy and confidentiality obligations.
Empowerment of staff	<ul style="list-style-type: none"> Staff are properly empowered to implement its complaints management system as relevant to their role. DESBT encourages staff feedback as it is a valuable source of insight into problems with the organisation, products, services or the complaints management system.
Accountability, learning and prevention	
Accountability	<ul style="list-style-type: none"> DESBT will ensure that accountability for the operation of its complaint management policy is clear. The policy and procedures are reviewed annually to ensure relevance and effectiveness. Mechanisms are in place to gather and record information to meet reporting requirements, identify complaint trends, monitor the time taken to resolve complaints and identify potential business improvements. Information about complaint trends in DESBT will be published annually.
Continuous improvement	<ul style="list-style-type: none"> Adequate and timely feedback is provided to all complainants about the progress of their complaint, the outcome reached by DESBT and the reasons for DESBT's decision. Complainants are notified of available review mechanisms. If a complainant is unsatisfied with the outcome of their complaint, they may request an internal review. If a complainant remains unsatisfied with the outcome after an internal review, they may seek an external review. DESBT will seek regular feedback about the way it manages complaints. Complaint trends, systemic issues and potential system improvements will be provided to the Board of Management meeting quarterly. This

	<p>information will then be used to inform the continuous improvement process.</p>
<p>Prevention of <u>ongoing</u> disputes due to unresolved complaints</p>	<ul style="list-style-type: none"> • DESBT’s complaints management framework minimises the possibility of unresolved complaints being escalated into ongoing disputes by: <ul style="list-style-type: none"> ○ the implementation of a three stage complaints management process involving internal assessment, internal review and external review ○ customer complaint guidelines provide guidance to staff to manage complaints appropriately and effectively ○ customer complaint guidelines that provide the rights and obligations of the complainant and DESBT complaint management staff ○ Ensuring DESBT’s Customer Complaints Management Policy is publicly available <p><u>Prevention</u> To minimise disputes occurring we provide:</p> <ul style="list-style-type: none"> • adequate staff training by ensuring all DESBT staff receive compulsory complaints training, including privacy and RTI, and that all complaint officers and managing officers receive complaint management training • unambiguous and comprehensive documentation of Customer complaints management policy and guidelines • established communication paths. <p><u>Management</u></p> <ul style="list-style-type: none"> • we ensure that all parties in the dispute are informed of their rights and responsibilities • in some cases, we may provide a person independent of DESBT to assist the complainant with their complaint • an appropriate apology, given at the right time, will often avoid the escalation of the dispute.

9 Responsibilities and accountabilities

DESBT’s responsibilities under the Customer Complaints Management Policy are:

- to provide a common framework across the DESBT to develop and review service, product, action or decision related complaint handling procedures, including the administrative decision-making processes
- to add value to using complaints data to identify areas where the DESBT can improve business processes and systems
- to promote public confidence in the department by ensuring openness and transparency in handling complaints about its services, products, action and decisions
- to capture and analyse information on service, product, action or decision related complaints to improve service delivery to the public
- to provide officers handling complaints with appropriate training in areas such as interviewing skills, problem solving and conflict resolution skills
- to publish an annual report of Customer Complaints documented in the Customer Complaints Registers by 30 September each year
- to review the Customer Complaints Management Policy and Guidelines annually and report on the results of the review to the DESBT Board of Management
- the review will consider customers and staff feedback, the results of annual internal audits and any external audits, changes in policy, legislation or organisational structure and opportunities to use technological innovations.

10 References

- *Public Service Act 2008*
- *Information Privacy Act 2009*
- *Human Rights Act 2019*
- *Guidelines for complaint management in organisations - AS/NZS 10002:2014*
- *Complaints management – course resource*, Queensland Ombudsman
- *Effective Complaints Management Fact Sheets*, 1-16 Queensland Ombudsman
- *Code of conduct for the Queensland Public Service*
- *Further Education and Training Act 2014*
- Royal Commission into Institutional Responses to Child Sexual Abuse - Vol 6 and 7
- DESBT Information Privacy Policy
- DESBT Public Interest Disclosure Policy

Endorsement/approval

Document owner:	Director, Strategy and Governance
Policy approved by:	Director-General
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Version History

Version	Notes	Author	Date of change
1.0	Development of DESBT Customer Complaints Policy	Manager Performance and Reporting, Strategy and Governance.	December 2018
2.0	Further amendments to Policy	Director Strategy and Governance	27 February 2019
3.0	Further amendments to Policy to reflect the <i>Human Rights Act 2019</i>	Director Strategy and Governance	11 November 2019
4.0	Annual Review of Policy	Director Strategy and Governance	June 2021

Appendix 1

Treatment of out of scope customer complaints

The following complaints matters are out of scope of the DESBT Customer complaints policy and have different management processes.

Allegations against employees involving suspected corrupt conduct and public interest disclosure complaints

- a) The definition of Corrupt Conduct (as at 1 March 2019) the complaint must satisfy 'Adversely affects or could affect directly or indirectly the performance of functions or exercise of powers of: unit of public administration, a person holding an appointment, Results or could result in the performance or functions or exercise of powers in a way that: is not honest or impartial, involves a breach of the trust place in the person either knowingly or recklessly, involves a misuse of information or material acquired in or in connection with the performance of functions or the exercise of powers of a person holding an appointment, Would if proved be a criminal offence, a disciplinary breach providing reasonable grounds for terminating the person, Would, regardless of whether the persons holds or held an appointment - Impair, or could impair, public confidence in public administration; **and**
- b) Involve, or could involve, any of the following:
 - (i) Collusive tendering;
 - (ii) Fraud relating to an application for a licence, permit or other authority under and Act with a purpose or object of any of the following (however described):
 - (A) Protecting health or safety of persons;
 - (B) Protecting the environment;
 - (C) Protecting or managing the use of the State's natural, cultural, mining or energy resources;
- c) Involve, or could involve, any of the following:
 - (i) Dishonestly obtaining, or helping someone to dishonestly obtain, a benefit from the payment or application of public funds or the disposition of State assets;
 - (ii) Evading a State tax, levy or duty or otherwise fraudulently causing a loss of State revenue;
 - (iii) Fraudulently obtaining or retaining an appointment; **and**
- d) Would, if proved, be:
 - (i) A criminal offence; or
 - (ii) A disciplinary breach providing reasonable grounds for terminating the person's service, if the person is or were the holder of an appointment.

Contact DESBT Ethical Standards on ethics@desbt.qld.gov.au.

All cases of suspected corrupt conduct must be reported to the Crime and Corruption Conduct Commission (CCC) by the CCC Liaison Officer within DESBT.

Employee complaints made by current public servants

These are managed in accordance with the Employee Complaints Policy (internal policy). If you require any further information contact Ethical Standards on ethics@desbt.qld.gov.au

Denied right to information (RTI) or information privacy (IP) access and amendment applications

If the department makes a decision in relation to your application for access to documents, including a decision to refuse you access to documents that no documents exist or can be located, or not to waive charges, you may either:

- apply for an internal review of the decision, by a different departmental officer no less senior than the original decision-maker
- contact the Right to Information Unit at Department of Environment and Science via email
Email: Right to Information (mail to: rtiservices@des.qld.gov.au with a CC to DESBT Legal Services (mail to: corporate.legal@desbt.qld.gov.au)
- apply directly to the Information Commissioner (<http://www.oic.qld.gov.au/about/right-to-information/apply-for-external-review-of-an-access-or-amendment-decision>) for an external review of the decision.

Generally a 20 business day-time limit applies in which an application can be lodged for review.

Complaints concerning breaches of privacy

Such complaints are to be managed in accordance with the *Information Privacy Act 2009*. These complaints are managed by the designated Complaints Manager and the Complaints Officer within the relevant division however, if there are any concerns that suspected corrupt conduct may be involved, advice can be sought by contacting the Ethical Standards team on ethics@desbt.qld.gov.au.

It is also important to note that the department may identify a possible Information Privacy breach has occurred before a complaint is lodged. The procedure to report and notify such a breach is found in the DESBT Information Privacy Policy.

Complaints about matters which fall outside of DESBT's portfolio

Where a complaint relates to a matter which is not within DESBT's portfolio but lies with another Queensland Government Department, DESBT's practice is to refer the complaint to the relevant agency to be dealt with appropriately.

If the complaint is received via the Queensland Government Portal i.e. Smart Services, the process is to return the complaint to SSQ (feedback@smartservice.qld.gov.au) and advise which agency it should be referred to.

If the complaint is received via telephone, letter, email, the DESBT website or mail, the complainant is to be advised via the same method of which agency the complaint is to be referred to.

Where a complaint relates to a matter that does not fall within the Queensland Government's jurisdiction, for example, it is an Australian Government matter, DESBT will either advise the complainant of the appropriate avenue to make the complaint or will refer the complaint to the relevant Australian Government agency.

Complaints that will not be investigated

In some instances, a decision may be made to **not** investigate complaints once they are received and assessed. Where these circumstances exist, the customer must be notified and given the reasons as to why the complaint has been declined. In these cases, the customer may pursue the issue through other avenues such as lodging the complaint with the Office of the Queensland Ombudsman or the Queensland Human Rights Commission (QHRC).

These circumstances are:

- DESBT is not the correct agency to address the concern
- the complainant does not have sufficient direct interest in the issue
- insufficient demonstrated grounds for a complaint
- there is an existing right of appeal or review available to the complainant (see below **Further action/internal review processes**)
- the resources required to handle the complaint are disproportionate to the likely outcome
- the matter has been previously investigated by the DESBT and all internal review options have been exercised and/or exhausted
- the matter is currently being managed through a statutory process or has already been adequately managed, by an external agency, court or tribunal, for example, the Queensland Civil and Administrative Tribunal (QCAT)
- it is impracticable to investigate a matter due to the length of time that has passed since its occurrence
- it is a legal matter and is being treated as a dispute
- after assessment, the complaint is determined to be frivolous or vexatious (see below **Further action/internal review processes**).

Additional information regarding further action/internal review processes

Complaints concerning denied access to funding programs or suspended or cancelled contracts

DESBT manages funding programs where decisions are made based on an eligibility criterion and budget availability. Funding applicants who do not agree with a funding outcome or administrative decision will be given an opportunity to request a review of decision. They will have been provided details of this process when they receive the decision to deny their application (this includes unsuccessful grant recipients).

DESBT also manages the performance and compliance of Skills Assure Suppliers (previously referred to as Pre-Qualified Suppliers (PQS)) as per their executed agreements to determine if the PQS is satisfactorily addressing the requirements of its agreement. Non-compliance is either referred for a Notice to Remedy Breach or for further sanctions such as suspension or cancellation. Skills Assure Suppliers who do not agree with the contract sanctions handed down may contact the relevant officer as detailed in the decision letter received.

Complaints concerning legal complaints

Legal complaints are managed in accordance with the relevant legislation and treated as disputes. For advice regarding such complaints, contact corporate.legal@desbt.qld.gov.au.

Abusive, trivial or unreasonable complainants or unreasonable complainant conduct

Business units may refuse to investigate a complaint if it is seen to be abusive, trivial, unreasonable, misleading, and untrue or where the complainant refuses to cooperate with DESBT efforts to investigate. The decision not to investigate will be made by the managing officer. If such a complaint is refused investigation, the complainant will be advised in writing that the department is not proceeding with the complaint.

People have a right to complain about perceived failures or matters affecting them with conduct that may be reasonable in one set of circumstances deemed unreasonable in another. The department will implement strategies to assist both DESBT officers and the complainant in preventing and/or minimising unreasonable complainant conduct however, if these strategies are unsuccessful, a determination may be made by the department that the matter will not be considered further or that no further contact with the complainant will be undertaken.

Appendix 2 Other definitions

Term	Definition
Anonymous complaint	A complaint received from a complainant who does not wish to identify themselves. An anonymous complaint must be treated in the same manner as any other complaint. It must be recorded, and every attempt made to resolve it.
Complainant	Any person who lodges a complaint with the Department of Employment, Small Business and Training.
Complaint officer	An employee appointed by a managing officer to assist in resolving complaints.
Complex complaint	A complaint that has multiple issues and/or is serious in nature and usually requires an internal assessment and internal review.
Corrupt Conduct	Under the <i>Crime and Corruption Act 2001</i> , corrupt conduct is conduct by anyone that adversely affects a public agency or public official so that the performance of their functions or the exercise of their powers is not honest or impartial, knowingly or recklessly breaches public trust or involves the misuse of agency-related information or material.
Customer Complaints Annual Report	DESBT will submit a Customer Complaints Annual Report to the Director-General for approval, detailing the number of complaints received and their resolution, taken from the Customer Complaints Register. This report is to be published on the DESBT website by 30 September each year.
Customer Complaints Register	All complaints must be recorded in the Customer Complaints Register even those that are resolved at point of service. The Customer Complaints Register can be in the form of a database or spreadsheet as deemed appropriate.
Dispute	A disagreement on a matter of law or fact, or a conflict of views between parties about legal duties, rights or interests; a disagreement about an administrative decision by a party who is adversely affected by the decision (this definition is relevant to 'Out of scope Customer complaints).
External Review	Review of a complaint by an agency external to DESBT following internal review.
Human Rights complaint	Is a complaint about an alleged contravention or breach of section 58 (1) of the <i>Human Rights Act 2019</i> by a public entity in relation to an act or decision of the public entity? Examples of HR complaints are a belief that the complainant has been discriminated against whether that be their sex, age, disability marital status, in the course of their employment etc, sexually harassed or has experienced racial hatred. In addition, agencies are to consider human rights when resolving all complaints. This involves three key steps: <ol style="list-style-type: none"> 1. identify the human right relevant to the complaint; 2. consider whether the action or decision limits those human rights; 3. assess whether the limitation is justified and reasonable in the circumstances.
Internal assessment	Initial assessment and response to the complainant that is performed by an DESBT officer. May be the complaint officer or managing officer.
Internal review	Review of an internal assessment by an internal review officer.
Internal Review officer	A DESBT officer that manages the review of an internal assessment

	at the request of a complainant. **This officer can be from the same business area as long as they were not involved in the internal assessment.
Managing Officer	A line manager or other senior employee appointed by a director or manager to oversee the complaint management system.
Maladministration	Inefficient or dishonest administration; mismanagement.
Misconduct	Unacceptable or improper behaviour especially by an employee or professional person.
Not sustained	A complaint that has been finalised where the issues raised by the complainant have not been verified or otherwise cannot be resolved.
Partially sustained	When a complaint has two or more issues, and only one/some of the complaint has been sustained.
Pending – review still underway	When a complaint has not been finalised due to the review still being underway.
Privacy complaint	A complaint by an individual about an act or practice of DESBT in relation to the individual's personal information.
Processing	When a complaint has not yet been resolved, but a resolution is pending. This may or may not be within the specified timeframes. A complaint can be moved from 'processing' to 'resolved' either when the complaint is finalised or at the discretion of the complaint managing officer in other circumstances (i.e. when the complainant has not responded within an acceptable period of time).
Receiving officer	Any DESBT employee who received a complaint.
Record of complaint	The documented record of a complaint received verbally (using a manual complaint form).
Rejected	A complaint that is outside the scope of the complaints management policy and cannot be resolved by the department. This complaint could also be a vexatious complaint that is rejected.
Sustained	When a complaint has been finalised, the issues raised by the complainant have been verified and the customer has been notified of the outcome.
Simple complaint	A complaint that is resolved at the point of service.
Standard complaint	A complaint that usually has only one single issue or concern.
Unreasonable complainant conduct	Is any behaviour by a current or former complainant which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the department, its staff, other customers and complainants or the complainant. A complainant's conduct is unreasonable if it has unacceptable consequences for one of more of the parties to the complaint or other third parties exposed to the conduct.
Unsustained	A complaint that has been finalised where the issues raised by the complainant have not been verified or otherwise cannot be resolved.
Vexatious complaint	A complaint intended to harass, annoy, delay or cause detriment. A complaint considered to be trivial or vexatious will be refused investigation by a business area.
Withdrawn	When a complainant advises the department that they no longer wish to proceed with the complaint. A withdrawn complaint is one that has already been received and classified and categorised by the business area.