

## LLS Complaints Handling Policy

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VERSION 1

AUTHORISED BY Chair, Board of Chairs

AUTHORISED DATE 20/08/2015

ISSUED BY Local Land Services Board of Chairs

EFFECTIVE DATE 20/08/2015

### Policy Statement

This policy provides a framework for staff of Local Land Services (LLS) who receive and/or address complaints from customers. Its objectives are to ensure:

- complaints are handled in a structured, timely and professional manner which is fair, courteous and respectful of privacy;
- all staff are aware of their responsibilities regarding handling complaints; and
- complaints are used to identify problems and to continuously improve LLS services.

The LLS State-wide goals and strategies focus on principles of quality service and understanding customer needs. We aim to deliver efficient and effective ways of doing business. This includes receiving feedback from our customers to determine how well we are achieving these goals, and to identify opportunities for improvement. Complaints are a valuable form of feedback and will be handled as such.

### Scope

This Policy applies to concerns and formal complaints received by LLS staff from customers relating solely to the services that LLS provides. It applies to all permanent employees, temporary/seconded employees and private contractors/consultants, who may receive, manage and/or investigate complaints.

This policy does not apply to complaints which:

- debate or challenge the substance of LLS policies, programs or regulatory powers
- are related to the activities of third parties.

### Policy

1. Customers have a right to know they can complain, and how to go about it. LLS will publish its complaints policy and will provide straight forward means for customers to raise concerns or make a complaint related to the LLS service delivery.
2. Staff receiving a complaint will aim to resolve it at the earliest opportunity. It is expected the majority of complaints will be addressed and resolved by frontline staff providing further information or explanation at the time the original dissatisfaction is raised. Where the customer is not satisfied with the initial response to the complaint, they will be given the option to progress the issue through the formal complaint handling process outlined in LLS complaints handling procedure.
3. Staff will treat all complaints fairly and impartially, as is their obligation under the Code of Conduct.

4. All complaints will be acknowledged and complainants kept informed about the progress of their matter, particularly if delays occur.
5. Complainants will not be subjected to any form of prejudice, lose services or be disadvantaged in any way as a result of having complained.
6. Complaints will be treated with an appropriate level of confidentiality. Information about complaints will only be shared on a need-to-know basis, both within LLS and externally.
7. Reasons will be provided for decisions made in relation to complaints received.
8. LLS expects the complainant to:
  - clearly identify the issues of complaint, or ask for help from the LLS staff to do this
  - give LLS all the available information in support of the complaint in an organised format at the time of making the complaint and not provide any information that is intentionally misleading or knowingly wrong
  - cooperate with LLS inquiries or investigations
  - treat LLS staff with courtesy and respect.

If complainants do not meet these expectations, LLS may set limits or conditions on the handling of their complaint. Any abuse, harassment or threats to the safety or welfare of staff will result in discontinuation of the complaint investigation and contact with the complainant will cease. Similarly, if it is found that the complainant has made a frivolous, trivial, knowingly false or vexatious complaint future contact with the complainant may cease.

## Definitions

### Complaint

A complaint is an expression of dissatisfaction about the service provided by LLS and/or the performance of staff and contractors in providing that service. Complaints can be raised either informally (verbal) or formally (written).

### Complainant

A person or group making a complaint.

### Procedures

LLS Complaints Handling Procedure.

## Superseded documents

### Revision history

Version	Date issued	Notes	By
1.0	25/11/2014	DRAFT	Rob Kelly, General Manager
1.1	20/8/2015	FINAL	Board of Chairs

### Review date

20/08/2017

This Policy is to be reviewed every two years and reissued or withdrawn as required.

### Contact

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