

CUSTOMER COMPLAINTS MANAGEMENT POLICY AND PROCEDURE

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1. PURPOSE

The Queensland Art Gallery | Gallery of Modern Art ('the Gallery' or 'QAGOMA') is committed to responding to customer feedback and complaints which assist us to improve our services and deliver better outcomes. This policy outlines the principles and procedures that will be used by the Gallery in managing customer complaints in line with section 219A of the [Public Service Act 2008](#).

2. SCOPE

The Customer Complaints Management Policy and Procedure applies to customer complaints received in relation to all Gallery services and staff.

It does not replace or interfere with legislation or policy dealing with complaints about privacy, right to information, official misconduct or maladministration, criminal conduct or illegality, or matters specifically dealt with through other legislative and/or appeal processes.

3. POLICY STATEMENT

The Gallery aims to resolve complaints with as little formality and disputation as possible, and will use mediation, negotiation and informal resolution where appropriate.

In line with the [Human Rights Act 2019](#), QAGOMA acknowledges the importance of respecting, protecting and promoting human rights. When making a decision under this policy, the decision-makers must give proper consideration to human rights and comply with the Gallery's obligations under this act.

For customers wishing to make a complaint or provide feedback, who are hearing impaired or have difficulties communicating in English, QAGOMA will provide access to an interpreter service as per the [Queensland Language Services Policy](#) and the [Queensland Language Service Guidelines](#).

4. DEFINITIONS

The following definitions apply to this document:

Complaint: an expression of dissatisfaction made to the Gallery orally or in writing, about its products, services, actions of the Gallery's staff or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

Complainant: the person, organisation or its representative, making a complaint i.e. the person or organisation aggrieved about a matter.

Customer: the organisation or person that receives a product or service. A QAGOMA employee is able to complain if they are also a customer of the Gallery.

Feedback: an opinion, comment or expression of interest in the products or the complaints-handling process itself.

Key Complaint Management Staff: the staff within the Gallery's Directorate Team who are responsible for managing the customer complaints process.

Senior Gallery Officer: a member of the Gallery's Executive Management Team who was not involved in the initial review of the complaint or feedback.

5. POLICY ELEMENTS

5.1 HOW TO MAKE A COMPLAINT

Complaints may be made orally or in writing; however, customers are encouraged to submit their complaint online. Complaints may be made as follows:

- online via the Gallery's website [feedback form](#)
- in writing to Queensland Art Gallery | Gallery of Modern Art, PO Box 3686, SOUTH BRISBANE QLD 4101
- in person, please see a staff member at any of the Gallery's Information Desks.

Customers wishing to make a complaint in person are advised that, depending on the nature or complexity of the complaint, a resolution may not be immediately available and may require follow up by the appropriate staff member or supervisor. Customers may also be directed to submit their complaint in writing, or via the Gallery's website feedback form. Gallery staff can assist in the recording of the details of a complaint on behalf of a complainant where they require this assistance.

5.2 CUSTOMER FEEDBACK

Customer feedback may be provided via any of the methods listed in section 5.1. Customers are encouraged to register their feedback via the website feedback form. Customers who register feedback via the website feedback form will have the option to request a response from the Gallery. Gallery staff can assist in the recording of feedback on behalf of a customer where they require this assistance.

5.3 GUIDING PRINCIPLES FOR MANAGING COMPLAINTS

Guiding principles	This means we will...
Visibility	<ul style="list-style-type: none"> • provide clear information about how to make a complaint and how complaints are managed • ensure the Gallery's customer complaints data is published to the Queensland Government's Open Data portal (with link from our website) annually in accordance with the Public Service Act 2008.
Accessibility	<ul style="list-style-type: none"> • publish the Gallery's Customer Complaints Management Policy and Procedure on the Gallery's website and make hardcopies available to the public on request • provide reasonable assistance to customers in making complaints and providing feedback including by answering enquiries about this policy, how to submit a complaint or, where appropriate, recording the details of a complaint to be submitted on behalf of the complainant.

Responsiveness and accountability	<ul style="list-style-type: none"> record, track, acknowledge and process complaints in a timely manner, in accordance with this document. advise the complainant about the process, timeframes, their likely involvement, the possible modes of redress to the complaint, and any other necessary information report our actions, investigations, analysis, and decisions relating to complaints in the Gallery's Customer Complaints Register.
Objectivity	<ul style="list-style-type: none"> manage complaints objectively and deal with them fairly, respectfully, consistently and in accordance with the principles of natural justice and without actual or perceived conflicting interests take all reasonable steps to ensure that a complainant is not adversely affected protect the rights of officers where they are the subject of a complaint do not further investigate a complaint found to be abusive, trivial, or vexatious.
Confidentiality	<ul style="list-style-type: none"> deal with complaints confidentially to the extent possible and in accordance with the Information Privacy Act 2009.
Customer- focused approach	<ul style="list-style-type: none"> recognise and respect everybody's right to provide feedback. address feedback and complaints in a timely manner and without charge involve the complainant in the process as far as is practicable and appropriate provide the complainant a range of internal and external review options should they be unsatisfied with the resolution.
Continual improvement	<ul style="list-style-type: none"> use feedback and complaints as an essential tool for continuous improvement provide feedback and complaints to relevant areas of the Gallery to inform continuous improvement of the Gallery's services and systems ensure Gallery staff are adequately trained in the Complaints Management Policy and Procedure and that key complaints management staff receive disability and cultural awareness training.

5.4 PROCEDURE FOR DEALING WITH COMPLAINTS

The Gallery will endeavour to:

- acknowledge complaints found to be of a complex, serious or urgent nature within two working days of their receipt
- respond to complaints made via the Gallery's social media channels within 48 hours of the comment being posted
- respond to all other complaints within 20 working days of their receipt.

5.4.1 Step 1: Receipt or first contact resolution

All complaints, oral and written, are recorded in the Gallery's Customer Complaints Register.

The Gallery will try to resolve complaints at the first point of contact if possible, for example in person. Where appropriate, complaints or complainants may be referred to external agencies upon receipt of the complaint.

If a complaint is unable to be resolved at step 1, the complaint will go through the following process of assessment, investigation, and resolution. If the customer is unsatisfied with the resolution they can request a further internal or external review of their complaint.

Anonymous complaints will be recorded and assessed as per this procedure.

5.4.2 Step 2: Assessment

Complaints not resolved at step 1 are assessed on the basis of seriousness and complexity. Complainants will receive feedback on the progress of their complaint depending on the complexity and length of the investigation and resolution process.

The Gallery will handle all complaints fairly and with due regard to natural justice and the rights of staff of the department who may be the subject of a complaint. If a complaint is made about a person, the person will be provided with the details of the complaint and will be given the opportunity to make a statement of reply. All people involved in the complaint process have the right to be supported by an appropriate third party.

When a complaint is lodged that may be considered to be vexatious or trivial, the complaint will be referred to the Assistant Director, Operations and Governance. If the Assistant Director, Operations and Governance determines the complaint to be vexatious or trivial, no further action is required.

5.4.3 Step 3: Investigation

Once a complaint is assessed and a response is determined necessary, the key complaints management staff will send the complaint to the relevant business area delegate and request further investigation and analysis of the issues raised by the complainant.

The business area delegate provides an investigation report to the key complaints management staff with the outcomes of their investigation. The investigation report is logged in the Customer Complaints Register and the original filed on the Gallery's record management system.

The key complaints management staff will review the business area delegate's report and make a determination on the response.

5.4.4 Step 4: Resolution

In general, written advice will be provided to a complainant on the outcome of their complaint. Where only a contact number is provided, key complaints management staff or a relevant business area delegate will telephone the complainant to provide the outcome. Modes of redress offered may include:

- communication with the complainant
- rectification of the problem raised by the complainant
- mitigation of the adverse consequences experienced by the complainant
- satisfaction of the reasonable concerns raised by the complainant who has suffered detriment through non-material means
- compensation for detriment sustained directly or indirectly by the complainant as a result of a mistake

Further detail of what these modes of redress encompass can be found in Appendix J of [AS/NZS 10002-2014 Guidelines for complaints management in organisations](#).

Responses will clearly outline reasons for decision and avenues of review should the complainant be unsatisfied with the resolution.

The Gallery's response to the complaint is recorded in the Customer Complaints Register, and if a written response is provided, it is filed in the Gallery's record management system.

5.4.5 Step 5: Internal review

If a complainant is dissatisfied with the outcome of their complaint or how the complaint was handled, they may seek an internal review by a Senior Gallery Officer. All requests must be made in writing directly to the Gallery. On receipt, the Gallery will conduct an internal review of the processes taken to arrive at the original outcome to determine if further information regarding the decision or any suitable alternative outcomes can be provided.

An internal review will be conducted by a different officer from the one who handled the original complaint and will be overseen by the Assistant Director, Operations and Governance.

If the complainant is dissatisfied with the internal review, they may request another internal review by the Director.

5.4.6 Step 6: External review

If the complainant is dissatisfied with the internal review process they may seek an external review by writing to an independent external review body. External review bodies available include:

- [Office of the Queensland Ombudsman](#)
- [Office of the Information Commissioner](#) (for complaints about breaches of privacy).

5.5 STAFF AWARENESS

All Gallery staff have access to this document and are made aware its requirements during their induction.

Front of House staff receive regular customer service and complaints management training as well as disability and cultural awareness training.

Front of House and customer service staff will always attempt to resolve at a local level. Written and unresolved oral complaints will be managed by the Gallery's key complaints management staff.

5.6 MONITORING EFFECTIVENESS

The Gallery will monitor and identify complaint trends, providing feedback to relevant areas of the Gallery where potential improvements may be made to the Gallery's services and/or systems.

The Gallery will review the Customer Complaints Management Policy and Procedure according to the internal assessment criteria stipulated in Appendix M of the recognised standard [AS/NZS 10002-2014 Guidelines for complaints management in organisations](#).

5.7 REPORTING

At the end of each financial year, Directorate prepares the Gallery's Customer Complaints data for publication (by the Governance and Reporting team) to the Queensland Government's [Open Data](#) portal in accordance with the [Public Service Act 2008](#).

6. ROLES AND RESPONSIBILITIES

DIRECTOR

- Ensure that an effective complaint management system is in place.
- Encourage an environment where complaints are handled seriously and comprehensively.
- Ensure appropriate resources are available to effectively manage complaints and feedback.
- Ensure that there is a process in place for timely and appropriate notification to senior management of any significant complaints or system issues identified through complaints.

- Review complaints if the complainant is dissatisfied with the outcome reached after it has been reviewed by a Senior Gallery Officer.

ASSISTANT DIRECTOR, OPERATIONS AND GOVERNANCE

- Oversight of any complaints that require a second review by a Senior Gallery Officer.

EXECUTIVE MANAGEMENT TEAM, SENIOR LEADERSHIP TEAM, SUPERVISORS AND TEAM LEADERS

- Provide training and support to staff so that they understand the complaint and feedback handling process and are empowered to manage these within the scope of their role.
- Liaise with the Key Complaint Management Staff on the resolution of complaints and feedback.
- Timely response to and processing of requests for information issued by the Key Complaint Management Staff.
- Report to the Key Complaint Management Staff on actions and decisions made by staff related to complaint and feedback management.

KEY COMPLAINT MANAGEMENT STAFF – DIRECTORATE

- Implement and maintain the complaint management policy, procedure and related processes.
- Report to the Executive Management Team on significant complaints and systemic issues or trends identified through the receipt of complaints and feedback, with recommendations for improvements where appropriate.
- Identify and allocate resources needed for an effective and efficient complaint and feedback management process.
- Report to staff and other relevant stakeholders about issues of concern identified through the process.
- Ensure complaints are recorded in the Customer Complaints Register.
- Identify and effectively respond to people's support and communication needs and preferences.
- At the end of the financial year provide Governance & Reporting with customer complaints data for the Queensland Government's [Open Data](#) portal in accordance with the [Public Service Act 2008](#).

GALLERY STAFF

- Receive requests for service and complaints, and where possible resolve them at the point of contact, within the scope of their role.
- Ensure requests are recorded in the Customer Complaint Register.
- Treat complainants in a respectful and courteous manner.

7. ADMINISTRATION

7.1 RELATED DOCUMENTS

- [AS/NZS 10002-2014 Guidelines for complaints management in organisations](#)
- [Human Rights Act 2019](#)
- [Information Privacy Act 2009](#)
- [Public Service Act 2008](#)
- [QAGOMA Conditions of Entry Policy](#)
- [Queensland Language Services Guidelines](#)
- [Queensland Language Services Policy](#)

7.2 DOCUMENT OVERSIGHT

Approval authority	Director, Queensland Art Gallery Gallery of Modern Art		
Maintained by	Directorate		
Release	Internal and external	File reference	QR/20/55732
Approval date	2 December 2020	Next review by	December 2023

7.3 DOCUMENT HISTORY

Version	Approved by	Date	Revisions
1.0	Director	27 November 2015	New policy in alignment with 219A of the Public Service Act 2008 .
1.2	Director	14 November 2016	Minor changes to the policy as a result of an audit by the Queensland Ombudsman in September 2016.
1.3	Director	2 December 2020	Reviewed for alignment to the Human Rights Act 2019 . Inclusion of an acknowledgement of the <i>Human Rights Act 2019</i> and the availability of an alternative format for managing a complaint other than in writing and support for those requiring translation services. Formatting changes to align with QAGOMA policy template, including the inclusion of Roles and Responsibilities.