

SOUTH AUSTRALIAN HOUSING AUTHORITY

CUSTOMER FEEDBACK AND COMPLAINTS MANAGEMENT POLICY

Compulsory considerations

- This policy has been reviewed in its entirety for relevance and is up to date.
- All feedback, issues and questions has been considered and addressed.
- The policy has been considered to make sure it doesn't have a disproportionate effect on any one social group - e.g. Aboriginal people.
- Corporate and organisational risks have been considered and assessed.
- Staff will be notified of any policy changes when the policy has been approved.

Document Control

Applies to	All SAHT Staff
Issued by	Policy Unit
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1. Purpose

This policy:

- guides the South Australian Housing Authority (SA Housing Authority) in decision-making and action relating to the best practice management of customer feedback (compliments, comments and suggestions) and complaints in accordance with National Standards and State Government requirements.
- ensures that SA Housing Authority manages customer feedback and complaints in a fair, efficient, systematic, consistent and accountable manner.
- ensures staff are supported and aware of their responsibilities with regards to customer feedback and complaints.
- ensures effective and timely identification of, and response to, trends.
- provides a foundation for SA Housing Authority's customer feedback and complaints management system, including relevant procedures, guidelines and other related documentation.

2. Scope

This policy applies to all SA Housing Authority staff.

3. Policy Detail

3.1 Policy

The SA Housing Authority is open and responsive to feedback from customers and members of the community and uses that feedback to support continuous service improvement.

SA Housing Authority will:

- facilitate pathways for customers to provide feedback, complaints and compliments.
- handle all feedback in a fair, transparent and timely manner.
- monitor and evaluate complaints, feedback and compliments to inform service improvement.
- maintain effective customer feedback and complaint management processes and systems to support consistent and high-quality management of feedback and complaints.

Where the authority is unable to resolve feedback or complaints internally, complainants will be provided with information about avenues for seeking resolution or external appeal.

3.2 Principles

SA Housing Authority will enable feedback and complaints by ensuring:

- information about how and where feedback may be made is accessible and transparent.
- individuals who are vulnerable or have special needs are assisted to provide feedback when requested.
- people's rights to provide feedback or make a complaint is acknowledged.
- complainants are treated with respect.
- complainants are not adversely affected because they have made a complaint.

SA Housing Authority will manage feedback and complaints by ensuring:

- feedback is promptly acknowledged, assessed and prioritised in accordance with the urgency of the issue.
- the management and resolution of feedback occurs at a local level wherever possible and is only escalated where local resolution has been unsuccessful.
- complainants are advised if their matter is out of the scope of the Policy or the authority's role and are redirected in a timely manner to appropriate avenues where possible.
- complainants are advised of the complaint process, expected timeframes, possible outcomes and avenues of review and appeal.
- unless resolved at the first point of contact, complaints will be documented (including information about the issues raised, any supporting documentation provided, the enquires undertaken, and the outcomes achieved).
- immediately report to the Office for Public Integrity any complaints or feedback that potentially relate to issues of corruption, misconduct and maladministration as required under the *Independent Commissioner Against Corruption Act 2012*.
- key performance indicators for the complaints management system are established, implemented and monitored and improvements implemented, as required.
- personal information is treated confidentially and is only used and disclosed in accordance with the *South Australian Department of the Premier and Cabinet Circular PCO12 - Information Privacy Principles Instruction*, and other legal and policy obligations regarding privacy.
- the legal, policy, procedural and factual basis for decisions are provided in communications with complainants, staff and others.

SA Housing Authority will support the management feedback and complaints by:

- establishing practices to ensure complaints are managed and followed up.
- communicating the roles, responsibilities and expected behaviour of complainants and staff.
- establishing practices to ensure the health and safety of staff involved in feedback management.
- establishing practices to manage unreasonable complainant conduct

SA Housing Authority will use complaints system to ensure continuous learning and accountability by:

- identifying opportunities for improvement as a result of complaints.
- analysing feedback data to monitor service performance and evaluate trends and identify and action opportunities for improvement.
- providing internal and external reporting on key performance indicators including reporting the number and type of complaints received each year, as per section 3.22 of *DPC Circular 13: Annual Reporting Requirements*.

The Customer Feedback and Complaints Management Procedure details the authority's approach to managing customer feedback (compliments, comments and suggestions) and complaints.

3.3 Context

On 27 July 2015, Cabinet approved a new instruction on Complaint Management (PC039). This requires agencies to handle complaints in a manner consistent with the principles in the Australian/New Zealand Standard: AS/NZ 10002:2014 Guidelines for complaint management in organisations (Australian Standard). Adherence to the Australian Standard will ensure that SA Housing Authority has in place a complaint management system that:

- supports customers to receive the products and services that SA Housing Authority deliver.
- informs customers about their right to provide feedback or complain about a service and what to expect in response to that feedback, including possible outcome, actions and/or resolution.
- ensures all feedback is handled in a fair, transparent and timely manner.

- monitors and evaluates the handling of complaints to inform service improvements.

4. Definitions

Customer

Someone who has received a service from SA Housing Authority.

Complainant

Any person or organisation who is providing feedback or making a complaint.

Complaint

An expression dissatisfaction or concern made to or about SA Housing Authority by, or on behalf of, an individual customer, group (including other agencies) or member of the public, related to its services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Complaint Management System (CMS)

The policies, procedures, practices, staff, hardware and software used by an agency to manage the receipt, processing and outcome of complaints.

Feedback

Opinions, comments, suggestions, compliments. complaints or concerns by a client about SA Housing Authority services or staff.

Objective

Objective is the mandated Customer Reporting and Feedback System used to register, monitor and report on feedback and complaints

5. Reference documents

5.1 Controlling Documents

- AS/NZ 10002:2014 Guidelines for complaint management in organisations
- [Department of Premier and Cabinet, Circular 13 on Annual Reporting Requirements](#)
- [Department of the Premier and Cabinet, Circular 39 on Complaint Management](#)
- [Independent Commissioner Against Corruption Act 2012](#)
- [Independent Commissioner Against Corruption, South Australia \(ICAC\) - Directions and Guidelines for Public Officers](#)
- [Public Sector Act 2009](#)

- [Ombudsman Act 1972](#)
- [South Australian Department of the Premier and Cabinet Circular PCO12 - Information Privacy Principles Instruction](#)
- [State Records Act 1997](#)

5.2 Supporting Documents

- SA Housing Authority Online Feedback and Complaints Form
- SA Housing Authority Customer Feedback and Complaint Procedure

5.3 Related Documents and Resources

- [An Audit of State Government Agencies' Complaint Handling \(November 2014\), Ombudsman SA](#)
- [Code of Ethics for the South Australian Public Sector, Office for the Public Sector](#)