



COMPLAINTS HANDLING POLICY (AS 42691995)

PREAMBLE

The Construction Training Fund is committed to the provision of quality service to its clients and stakeholders and has adopted Standard 4269-1995 on Complaints Handling (AS 4269) as a best practice policy.

The Construction Training Fund has developed a framework for handling complaints based on the Standard which includes procedures for making a complaint. A “complaint” is recognised as any expression of dissatisfaction with a service offered or provided by this Agency and may be lodged by any organisation, or on behalf of, an individual client – including government agencies, groups or member of the public, related to the Agency’s services, or the complaints handling process itself.

A complaint may be made in person, by phone, fax, email or in writing through any of the contact details contained in this website. Verbal complaints will be documented immediately by the staff member receiving the complaint and recorded in the Complaints Register prior to processing.

ELEMENTS OF CONSTRUCTION TRAINING FUND COMPLAINTS MANAGEMENT POLICY

Commitment

The Agency is committed to efficient and effective complaints management and involves:

- staff at all levels of the agency, including senior management;
- it encourages an organisational culture that welcomes complaints as an opportunity to improve services; and
- has adopted documented policies.

Complaints management is incorporated in the organisation’s strategic and operational planning processes and includes statistical references in annual reports. This includes:

- number of complaints received;
- amount of time taken to resolve the complaints; and
- service improvements, where relevant, made as a result of the complaints received.

Fairness

The complaints process aims to be fair to all parties involved with the complaint. All complaints will be treated as legitimate and investigated without prejudice. Complainants and respondents will be afforded natural justice throughout the complaint process. Natural justice incorporates the following principles:

- The person who is the subject of concern must know all the allegations in relation to their behaviour.
- The person who is the subject of concern must have a full opportunity to put their case.
- All parties to the complaint must have the right to be heard.
- All relevant submissions and evidence must be considered.

- Matters which are not relevant must not be taken into account
- The decision-maker must be fair and just.
- When considering the fairness of the complaints process the agency will also take into account:
 - The Western Australian Public Sector Code of Ethics; and
 - Agency-specific Codes of Conduct.

The Public Sector Code of Ethics requires all public sector bodies and employees to “act openly and promptly to help resolve complaints” and to “comply with any applicable code of conduct.” The Code states the minimum standards of conduct and integrity for the public sector based around the principles of justice, respect for persons and responsible care. The Code of Ethics refers to several of the rights of complainants set out in the Australian Standard. For instance, it includes obligations on public sector employees to “inform others about decisions and actions that may affect them”, to “protect privacy and confidentiality” and to “be open and accountable for decisions and actions, and consult those affected where possible.

Resources

The agency has appointed the operations manager as a complaints coordinator. This person is empowered to deal with complaints at the first point of contact and possesses:

- a position in the agency hierarchy that ensures that decisions and recommendations are not distorted or delayed by passing through many levels;
- unhindered access to all relevant information;
- recognised competence within the agency to act with tact, discernment and resolve;
- a strong, continuous improvement focus; and
- broad knowledge of the organisation and its people.

Visibility

The Construction Training Fund has a commitment to making the complaints management process highly visible by promoting it internally and externally. Complaints management is promoted through our website which details the manner in which complaints may be made and has the Agency’s contact details. It is also promoted via the Annual Report and relevant brochures.

Access

Complaint management mechanisms will be easily accessible to all complainants. The complaints management process and information is:

- easy to find;
- easy to use;
- easy to understand; and
- available in a variety of forms of communication and formats.

Legislation

In considering the application of the essential element of “access” to complaints management, the agency takes into account the requirements of relevant State and Commonwealth legislation including the:

- *Disability Services Act 1993* (State);
- *Equal Opportunity Act 1984* (State);
- *Human Rights Commission Act 1981* (Commonwealth);
- *Disability Discrimination Act 1992* (Commonwealth); and
- *Racial Discrimination Act 1975* (Commonwealth)

Human Rights and Equal Opportunity Commission

The Agency is aware of the role that the Human Rights and Equal Opportunity Commission plays in managing complaints under the *Racial Discrimination Act 1975*, *Sex Discrimination Act 1984* and the *Disability Discrimination Act 1992*.

Equal Opportunity

The Agency is aware that The Commissioner for Equal Opportunity, Director of Equal Opportunity in Public Employment and the Equal Opportunity Tribunal are responsible for managing complaints under the *Equal Opportunity Act 1984*.

Assistance

The Agency is aware that it is obliged to provide assistance to complainants to lodge complaints should it be requested.

Responsiveness

Complaints will be dealt with promptly, courteously and in accordance with their urgency. The Agency has set timeframes for the resolution of complaints and will publicise these in our website. On receipt of a written complaint the complainant will be contacted within a maximum of 5 working days with feedback on the investigation process. Complaints will be resolved in a maximum of 30 working days where possible.

Charges

Complaints handling shall be at no charge to the complainant, subject to statutory requirements. However, the normal charges relating to Freedom of Information requests will apply

Remedies

The Agency has policies on the provision of remedies which can be determined and implemented under the complaint management process. These take into account the circumstances of the case, legal obligations and good industry practice and may include refunds, apologies or other compensation.

Data collection

A systematic record of complaints and their outcomes is in place to facilitate and to monitor the progress of complaints and identify repetitive complaints. These are maintained in electronic and hard copy correspondence files.

Systemic and recurring problems

Any identified systemic problems will lead to a review of systems and processes to identify and rectify the problem.

Accountability

The Agency incorporates its complaints management into the strategic and operational planning process and includes reference to it in annual reports.

**Reviews**

The complaint management process will be reviewed periodically to ensure efficient delivery of effective outcomes.

Lodgement of complaints

Complaints may be lodged in person, by fax or email through the following contacts

Post Construction Training Fund
 PO Box 746
 WEMBLEY WA 6913

Street Address: Suite 3, 40 Hasler Road
 OSBORNE PARK WA 6017

Phone: 9244 0100

Email inquiries@bcitf.org

COMPLAINTS MANAGEMENT FORM

Complainant Details			
Name:			
Address:			
Phone (home):		Phone (work):	
Mobile:		Email	
Was an interpreter used?	<input type="checkbox"/> yes	<input type="checkbox"/> no	Special circumstances? (e.g. vision impaired)
Is the complaint against the BCITF?	<input type="checkbox"/> yes	<input type="checkbox"/> no	Is the complaint against an individual? <input type="checkbox"/> yes <input type="checkbox"/> no
Name of agency/individual against whom complaint is being made:			
Summary of complaint:			
How was the complaint made:			
		verbal <input type="checkbox"/>	written <input type="checkbox"/>
Resolution requested by complainant:			
Office use only			
Action taken:			
Outcome:			
Receiving Officer			
Name:		Title:	Branch:
Signature:		Date:	
Date acknowledgement sent (within 5 working days):			
Date/s complainant advised of progress (if applicable):			
Date complaint finalised (within 30 days if possible):			