

Queensland Health Policy

Policy #<insert number here>

Complaints Management (Non-Consumer Complaints)

1 Policy Statement

Queensland Health is committed to working with relevant departments and authorities to ensure that Queensland Health manages complaints in accordance with its obligations and best practice.

2 Aim

The aim of this policy is to ensure that Queensland Health's non-consumer complaints systems and processes comply with the Office of the Public Service Commissioner Directive 13/06 *Complaints Management System* and Queensland Ombudsman's *Effective Complaints Management Fact Sheets* series.

3 Scope

This policy applies to all Queensland Health employees in relation to Non-Consumer Complaints, as defined in Section 9 of this policy.

This policy is not intended to conflict in any way with Award provisions, legislative, contractual or other Queensland Health policy / directive requirement for the management of particular types of complaints.

4 Principles

The *Queensland Health Policy Complaints Management (Non-Consumer Complaints)* and associated documentation are underpinned by the following guiding principles:

- Queensland Health encourages feedback from our staff and others to ensure that our services and processes are constantly being improved.
- Queensland Health will ensure that all non-consumer complaints systems contain the following elements:
 - Visibility and Access
 - Responsiveness
 - Assessment and Action
 - Feedback
 - Monitoring Effectiveness

Full details of these elements are contained in the *Queensland Health Standard – Requirements for Complaints Management Systems (Non-Consumer Complaints)*, the *Office of the Public Service Commissioner Directive No. 13/06 - Complaints Management System* and *Queensland Ombudsman’s Effective Complaints Management Fact Sheets*.

5 Definition of Terms

All key terms used in this policy and its supporting documents are defined in Section 9.

6 Supporting Documents

6.1 Legislative or other Authority

- Office of the Public Service Commissioner Directive No. 13/06 Complaints Management Systems

6.2 Standards, Procedures or Guidelines

- Queensland Health Standard Requirements for Complaints Systems (Non-Consumer Complaints)
- Queensland Health Standard Self Audit of Complaints Systems (Non-Consumer Complaints)
- Queensland Health Standard Complaints Reporting (Non-Consumer Complaints)
- Guide for the resolution of informal complaints at the local level
- Making decisions: A guide to decision-making processes and tools

6.3 Related Policy or Documents

- Queensland Ombudsman’s *Effective Complaints Management Fact Sheets series*
- *Public Service Act 2008*
- *Industrial Relations Act 1999*
- *Queensland Anti-Discrimination Act 1991*
- *Crime and Misconduct Act 2001*
- *Health Service Act 1991*
- *Whistleblowers Protection Act 1994*
- *Workplace Health and Safety Act 1995*
- Directive 11/07 - Grievance Resolution
- IRM3.5 - Grievance Resolution
- IRM3.1-2 - Workplace Harassment
- E1 - Code of Conduct 2006
- E2 - Anti-Discrimination
- E5 - Sexual Harassment
- E9 - Official Misconduct
- I5 - Public Interest Disclosure (Whistleblowers)

7 Review

This policy will be reviewed at least every two years, or if there are any changes to legislative authority or Whole-of-Government protocols.

Date of Last Review: May 2009

Supersedes: N/A

8 Policy Custodian

Director, Workplace Investigations Unit.

Michael Kalimnios

Deputy Director-General

Corporate Service Division

Approved Date:

9 Definitions

Term	Definition	Source
Policy	A statement of intent in relation to providing a service, managing an operational or governance issue or addressing a problem. A policy document articulates the aims of the policy and the principles with which the application of the policy statement must be consistent. Compliance with the aims and principles in all Queensland Health policy is mandatory. Policy is implemented through the requirements contained in a Standard(s)	QH Glossary of Policy Terms
Standard	A published document, which describes minimum mandatory auditable requirements and supports the principles and objectives of the authorising policy and makes possible its implementation. The requirements are measurable and they form the basis of any audit or assessment of compliance with the authorising policy. A standard can be created independent of an authorising policy.	QH Glossary of Policy Terms
Policy Custodian	Officer appointed by the Authorising Officer to lead policy development and/or manage implementation, review and evaluation of approved policy. Policy Custodians are a position, not an individual and will be a Senior Officer (SO) or equivalent.	Queensland Health Policy – Policy Management
Complaint	Is a generic term referring to the expression of dissatisfaction, orally or in writing, about a service or actions of an agency or its staff.	OPSC Directive 13/06
Complainant	The person who lodges the complaint	Workplace Investigations Unit
Complaints Management System	Means the policy, procedures, personnel and technology used by an agency in receiving, recording, responding to and reporting about complaints	OPSC Directive 13/06
Non-Consumer Complaint	Is any complaint that is not covered by the Queensland Health Consumer Complaints Management Policy.	Workplace Investigations Unit
Employee (staff)	Refers to all Queensland Health employees (permanent, temporary and casual) and all organisations and individuals acting as its agents, including Visiting Medical Officers and other partners, contractors, consultants and volunteers.	Business Policy and Strategy Unit

Term	Definition	Source
Reportable Complaint	Types of reportable complaints are: General Employment / HR Issue, Employee Conduct (not harassment), Workplace Harassment, Official Misconduct (not harassment or Employee Conduct), Sexual Harassment, Workplace Health and Safety Issues, Freedom of Information, Privacy, Administrative Decision, Policy Decision, Other Staff Complaint, IR (EB Interpretation Issue).	Workplace Investigations Unit
Natural Justice	<p>Natural Justice is an administrative law principle that provides for fairness in decision making.</p> <p>It is concerned with ensuring that an objective decision maker reaches a procedurally fair decision. Natural justice has two rules:</p> <ol style="list-style-type: none"> 1. Rule against bias: decision makers are to be objective, free of bias, and have no personal interest in the matter being decided; and 2. Hearing rule: an individual is to be informed of the substance of an allegation/s against them and have the opportunity to present their case prior to a decision being made. 	QH Human Resource Policy E10