

GENERAL MANAGER'S INSTRUCTION – GMI 16

SUMMARY

Title	Service Delivery and Complaints Management in relation to IBA's Commercial Programs and support services				
GMI #	16	File Reference	09/1872		
Owner	AGM Legal				
Version	1.0	Date Approved	18 February 2010	Review Date	Jan 2013

1. OBJECTIVES AND SCOPE

- 1.1 This GMI applies to all IBA employees.
- 1.2 Section 146 of the *Aboriginal and Torres Strait Islander Act 2005* (the ATSI Act) provides that IBA is established:
- (a) to assist and enhance Aboriginal and Torres Strait Islander self-management and economic self-sufficiency; and
 - (b) to advance the commercial and economic interests of Aboriginal persons and Torres Strait Islanders by accumulating and using a substantial capital asset for the benefit of the Aboriginal and Torres Strait Islander peoples.
- 1.3 In pursuing our legislative responsibilities we are involved with Indigenous peoples and the wider business community in investments and with Indigenous individuals, communities and organisations in relation to housing and commercial activities.
- 1.4 In view of IBA's legislative responsibilities and IBA Board policy, it is essential that staff understand the importance of quality, effective, efficient and timely service delivery to our customers and the need for speedy and effective handling of complaints, should we receive any. It is important that IBA has a uniform approach to the management and monitoring of external complaints, openness in complaint handling and accurate reporting on complaints received, with the ultimate goal of improved service delivery.
- 1.5 The instructions below relate solely to the handling of complaints from external sources about our program service delivery and support services such as procurement, payment for invoices etc including the appropriateness and/or validity of decisions.
- 1.6 All complaints arising in relation to the behaviour/conduct of IBA employees, be they from internal or external sources, are to be handled in accordance with the Collective Agreement and related General Manager's Instructions and procedures. All matters of a fraudulent and suspicious nature are to be handled in accordance with the Fraud Control Plan and Anti-Money Laundering Counter Terrorism Financing Compliance Program.

Definition of a Complaint

- 1.7 A complaint is an oral or written expression of dissatisfaction from a member of the public ('complainant') concerning IBA's actions in relation to its commercial programs and support services, including decisions made by IBA. A complaint may be lodged in person, over the phone and/or in writing including via letter, fax or email.

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2. INSTRUCTIONS

2.1 Customer Service

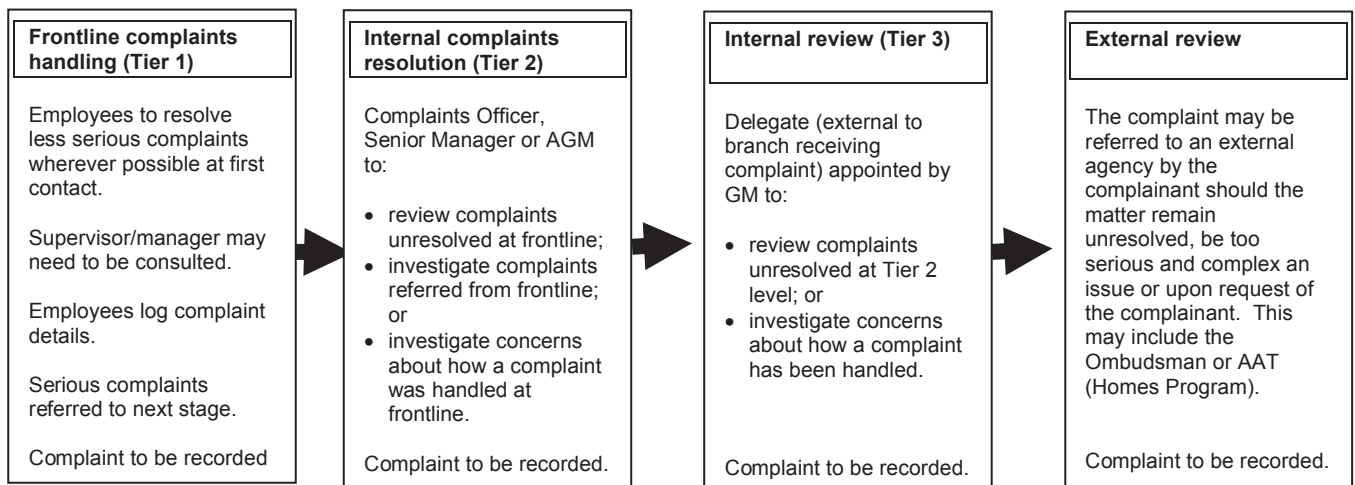
2.1.1 IBA employees are to deal with customers in accord with the Customer Service Charter and IBA Code of Conduct. The Customer Service Charter is to be provided to potential customers on first contact and when decisions are made by IBA that may impact on a customer.

2.2 Receiving a Complaint

2.2.1 Any IBA employee may receive a complaint. The employee receiving the complaint should try to resolve the matter locally as quickly as possible. If required, assistance should be sought from the relevant supervisor/manager or the relevant Complaints Officer in National Office.

2.3 Complaints Categories

2.3.1 The four categories of complaints are outlined below:



2.3.2 It is the aim of IBA to resolve the majority of IBA complaints at Tier 1 and to resolve all complaints (Tiers 1 to 3), if at all possible.

2.4 Handling a complaint

2.4.1 Access to IBA's complaints handling process will be free of charge to complainants.

2.4.2 All employees must ensure that:

- any complaint received is referred without delay to the employee who has been involved with the matter being complained about, or who has been appointed to examine and report on the complaint;
- complaints are handled fairly and objectively; and
- privacy and confidentiality are observed as required by S191 of the ATSI Act and the *Privacy Act 1988*.

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2.4.3 Anonymous complaints will be investigated where the matter is of a serious nature and where the complainant presents sufficient information to allow an investigation.

2.4.4 Employees must be mindful of the tone of the responses provided to complainants and ensure that no emotive language is used.

2.4.5 Complainants must be:

- advised within 2 working days that their complaint has been received;
- kept informed of the progress and outcomes of their complaint, particularly in the event of any delays in investigating the complaint;
- provided with reasons for the decision/s made;
- advised of any internal and external review options; and
- provided with a written response unless the complainant has agreed to an oral response; and
- provided a resolution to their complaint as follows:
Tier 1: within 5 working days
Tier 2: within 15 working days

2.4.6 An appropriate remedy must be determined for all complaints where there has been a demonstrated fault by IBA and resultant impact to the complainant. The primary aim of a remedy is to restore the complainant to the position that person would have been in had the fault not occurred. Remedies also benefit IBA by rebuilding the confidence of the complainant in IBA and allowing review of internal procedures, policies and service.

2.4.7 Any feedback received from complainants or staff about the complaints handling process will be used to direct attention to areas requiring improvement.

2.5 General

2.5.1 IBA expects that confidence in the organisation and its employees is maintained through its ability to investigate and resolve any external complaints made against IBA or its employees.

2.5.2 An effective complaints management system must incorporate the principles of commitment, objectivity, fairness, accessibility, responsiveness, and accountability. It is essential that IBA's procedures and actions in the handling of complaints are transparent and in accord with the principles of natural justice.

2.5.3 IBA welcomes complaints and will investigate complaints made and record information in its complaint system to be used to improve services.

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2.6 Awareness and Training

2.6.1 All employees will receive training on the importance of quality service delivery and complaints management in relation to IBA’s commercial programs and support services. Complaints officers will receive training in investigation techniques and reporting.

2.7 Monitoring and Reporting

2.7.1 All complaints must be recorded (detailed instruction on this matter is outlined in the procedures that have been issued separately).

2.7.2 AGMs must report to the GM, through the DGM, on any complaints that may need to be elevated to Tier 3.

2.7.3 Reports to management and the Board about complaints handling will be coordinated by the Legal Services Branch at National Office.

3. RESPONSIBILITIES

Position	Responsibility
All employees	To submit a completed form, manage Tier 1 complaints and record outcome
Complaints Officer (appointed by AGM)	Coordinate, record and report Tier 1 and 2 complaints
General Manager	Approve a delegate to review a Tier 3 complaint
Legal Services Branch	Coordinate this GMI and related procedures, report and review complaints
Senior Manager/AGM	Manage Tier 2 complaints

4. COMPLAINTS HANDLING PROCEDURES

Separately, a set of procedures had been approved that provide detailed instruction to employees who become involved in the handling of a complaint. All IBA employees are asked to familiarise themselves with the procedures and contact the Legal Services Branch at National Office should they require further guidance or explanation.

5. REFERENCES

The *Aboriginal and Torres Strait Islander (ATSI) Act 2005*
 Complaints Management Procedures
 Collective Agreement and related General Manager’s Instructions
 IBA Corporate Plan
 IBA Code of Conduct
 IBA Customer Service Charter
 IBA Values