

# South Australian Heritage Council

## Policy - Complaints

**OBJECTIVE:** To describe how the South Australian Heritage Council will deal with complaints from the public.

**CONTEXT:** Complaints from members of the public have been received about Council or Council delegate's decisions regarding nominations for State heritage listing. This policy will provide direction on how to handle complaints.

**SCOPE:** Complaints against decisions, actions and inactions of the Council or its delegates.

Definition of a complaint:

*Any expression of dissatisfaction made to an organisation related to its product, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.*

(Guidelines for complaints handling organisations Standards Australia, 2007)

### **POLICY:**

All complaints will be acknowledged as soon as possible within five working days from the date of receipt of the complaint. The complainant will be informed about the steps in processing of their complaint.

Complaints will be addressed promptly in accordance with their urgency. The Council will attempt to respond to complaints within 45 working days from the date of receipt of the complaint. If the Council requires more than 45 working days, the complainant will be informed of the delay and reasons for the delay.

Access to the complaints handling process will be free of charge to the complainant.

The Council will develop a fact sheet for members of the public about how they can make a complaint. The fact sheet will include the following information:

- who can complain
- how people can complain
- an explanation of the complaint process
- what information and documents should be required when lodging a complaint
- fairness and equity requirements
- privacy and confidentiality requirements
- avenues for review assistance available to make a complaint.

The fact sheet will be available on Council's webpage, together with Council's contact details.

Council will provide flexibility in methods of making a complaint.

Private information concerning the complainant will be available where needed, but only for the purposes of addressing the complaint, and will be protected from disclosure.

Departmental staff supporting the Council will maintain a Complaint Register.

Regular reports on individual complaints will be provided to the Council.

The Council will develop a guideline about how complaints will be processed.

**APPLICATION:** Applying to the Council and departmental staff supporting the Council.

**DATE ADOPTED:** 22 May 2009

**CHAIR:**

*Judith M Carr*

**REVIEWED:** 19 October 2016

**CHAIR:**

*Judith M Carr*