

QUEENSLAND THEATRE

COMPLAINT AND FEEDBACK MANAGEMENT POLICY

1. Purpose

Queensland Theatre is committed to responding to feedback and complaints which assist us to improve our services and deliver better outcomes. This Complaint and Feedback Management Policy outlines the principles and procedures that will be followed by Queensland Theatre in managing complaints.

It does not replace or interfere with legislation or policy dealing with complaints about privacy, right to information, official misconduct or maladministration, criminal conduct or illegality, or matters specifically dealt with through other legislative and/or appeal processes.

2. Aim

This Complaint and Feedback Management Policy assists Queensland Theatre to:

- deal with complaints in a professional, efficient and fair manner
- properly manage its relationship with customers and external parties, and
- develop and continuously improve its services.

3. Policy

Queensland Theatre values all feedback as an important tool to ensure that our products, services and actions are meeting their intended purposes, and to continually improve.

4. Definitions

A complaint is any expression of dissatisfaction made to Queensland Theatre about a product, service or actions offered or provided by Queensland Theatre or the conduct of Queensland Theatre, where a response or resolution is explicitly or implicitly expected.

The following definitions apply:

- **Complaint:** an expression of dissatisfaction made to Queensland Theatre orally or in writing, about its products, services, or actions offered or provided by Queensland Theatre or the conduct of Queensland Theatre, where a response or resolution is explicitly or implicitly expected.
- **Complainant:** the person, organisation or its representative, making a complaint i.e. the person or organisation aggrieved about a matter.
- **Customer:** the organisation or person that receives a product or service.
- **Feedback:** an opinion, comment or expression of interest.

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5. Guiding principles for managing complaints

Guiding principle	This means we will...
Visibility	<ul style="list-style-type: none">provide clear information about how to make a complaint and how complaints are made.
Accessibility	<ul style="list-style-type: none">publish the Complaints and Feedback Management Policy on Queensland Theatre's website and provide hard copies on request;provide reasonable assistance to people in making complaints and providing feedback, and how to submit a complaint.
Responsiveness	<ul style="list-style-type: none">record, track, acknowledge and process complaints in a timely manner, in accordance with this policy and procedure;advise the complainant about the process, timeframes, their likely involvement, the possible modes of redress to the complaint, and any other necessary information.
Confidentiality	<ul style="list-style-type: none">deal with complaints confidentially to the extent possible.
Fairness	<ul style="list-style-type: none">recognise and acknowledge that the principles of fairness must be followed in all aspects of complaint handling.
Human Rights	<ul style="list-style-type: none">in line with the <i>Human Rights Act 2019</i>, acknowledge the importance of respecting, protecting and promoting human rights. When making a decision under this policy, the decision-makers will give proper consideration to human rights and comply with the obligations under this act.
Continual improvement	<ul style="list-style-type: none">use feedback and complaints as an essential tool for continuous improvement.

6. Management of feedback and complaints

6.1 Giving feedback or making a complaint

Feedback or complaints may be made orally or in writing, however, online submission is encouraged. Feedback or complaints may be submitted as follows:

- Online via Queensland Theatre's website [feedback form](#)
- In writing to Queensland Theatre, PO Box 3310, South Brisbane, Queensland, 4101
- Orally, in person at Queensland Theatre or by telephone to Queensland Theatre on 3010 7600.

To lodge a complaint, customers should provide:

- Name and preferred contact details of the person lodging the complaint (complaints may also be lodged anonymously).
- The reason for the complaint, including the date, time, location and as many other details as possible of any incident.
- The complainant's desired outcome.

If a complaint is made orally/in person, depending on the nature or complexity of the complaint, a resolution may not be immediately available and may require follow up by the appropriate Queensland Theatre staff. Queensland Theatre may also request further details of a complaint where it is made orally or in person. Some complainants may also be directed to submit their complaint in writing, or via the Queensland Theatre's website feedback form. Queensland Theatre staff can assist in the recording of the details of a complaint on behalf of a complainant where they require this assistance.

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6.2 Procedure for dealing with complaints

6.2.1 Timeframes

Queensland Theatre will endeavour to:

- acknowledge complaints found to be of a complex, serious or urgent nature within five business days of their receipt;
- respond to complaints of a complex, serious or urgent nature made via Queensland Theatre's social media channels within five business days of the comment being posted;
- respond to all other complaints within 20 working days of their receipt.

6.2.2 Receipt or first contact resolution

All complaints, oral and written, are recorded in Queensland Theatre's Complaints Register. Queensland Theatre will try to resolve or action complaints at the first point of contact if possible. Where appropriate, complaints or complainants may be referred to external agencies upon receipt of the complaint.

If a complaint is unable to be resolved at step 1, the complaint will go through the following process of assessment, investigation, and resolution. If the complainant is unsatisfied with the resolution, they can request a further internal or external review of their complaint. Anonymous complaints will be recorded and assessed as per this procedure.

6.2.2 Assessment

Complaints not resolved at step 1 are assessed on the basis of seriousness and complexity. Complainants will receive feedback on the progress of their complaint depending on the complexity and length of the investigation and resolution process. Queensland Theatre will handle all complaints fairly and with due regard to natural justice and the rights of staff who may be the subject of a complaint. If a complaint is made about a person, the person will be provided with the details of the complaint and will be given the opportunity to make a statement of reply. All people involved in the complaint process have the right to be supported by an appropriate third party. When a complaint is lodged that may be considered to be vexatious or trivial, the complaint will be referred to the Executive Director. If the Executive Director determines the complaint to be vexatious or trivial, no further action is required.

Queensland Theatre may receive complaints that fall outside its jurisdiction. In that case, the complainant should be made aware of the fact that the complaint is not within our jurisdiction and should be assisted to identify the relevant agency or body.

6.2.3 Step 3: Investigation

Once a complaint is assessed and a response is determined necessary, the key complaints management staff will send the complaint to the relevant business area delegate and request further investigation and analysis of the issues raised by the complainant. The business area delegate provides an investigation report to the key complaints management staff with the outcomes of their investigation. The investigation report is logged in the Complaints Register and the original filed on Queensland Theatre's record management system. The key complaints management staff will review the business area delegate's report and make a determination on the response.

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6.2.4 Step 4: Resolution

In general, written advice will be provided to a complainant on the outcome of their complaint. Where only a contact number is provided, key complaints management staff or a relevant business area delegate will telephone the complainant to provide the outcome. Possible remedies for the resolution of complaints may include:

- communication with the complainant;
- rectification of the problem raised by the complainant;
- mitigation of the adverse consequences experienced by the complainant;
- satisfaction of the reasonable concerns raised by the complainant who has suffered detriment through non-material means.

6.2.5 Internal review

If a complainant is dissatisfied with the outcome of their complaint or how the complaint was handled, they may seek an internal review by Queensland Theatre. All requests must be made in writing to Queensland Theatre. On receipt, Queensland Theatre will conduct an internal review of the processes taken to arrive at the original outcome to determine if further information regarding the decision or any suitable alternative outcomes can be provided. An internal review will be conducted by a different officer from the one who handled the original complaint and will be overseen by the Executive Director. If the complainant is dissatisfied with the internal review, they may request another internal review.

6.2.6 External review

If the complainant is dissatisfied with the internal review process, they may seek an external review by writing to an independent external review body.

7. Data collection and evaluation

Queensland Theatre records complaints received by it, and at appropriate intervals, evaluates the information contained in that record to determine the causes of complaints and whether remedial action is warranted.

Information relating to complaints is accessible only by staff who are required to use the information.

8. Review

This policy will be reviewed every two years and at other times if any significant new information or legislative or organisational change warrants a change to ensure that it remains effective and appropriate for performance improvement.