

ACTCS

Client Feedback - Information Sheet

Updated: Wed, 19 Jul 2017 10:13:02 +1000

Printed: Wed, 22 Nov 2017 18:06:44 +1100

Revision: 18

Our commitment to you

ACT Corrective Services (ACTCS) is committed to providing customer service in a friendly, efficient and respectful manner. Your views are important to us and we welcome feedback on our services and staff, both positive and negative. We aim to make improvements on the basis of feedback and other comments received from clients, stakeholders and staff. If you make a complaint, ACTCS will try to resolve it quickly, courteously and fairly.

How do you make a complaint or provide feedback about ACTCS?

If you have a problem with ACTCS services or staff, it is often good to try talking about your complaint before lodging it in writing. Open lines of communication can often solve an issue in the first instance. If you have a problem that cannot be resolved on the spot by the person you are dealing with, you can make a written complaint.

If you wish to give a compliment or make a suggestion or complaint you can either:

- Contact the Policy and Government Unit on 6205 2137
- Complete the ACT Government [online feedback form](#)
- Write to the Executive Director at:

ACT Corrective Services

GPO Box 158

Canberra ACT 2601

What if you need help making a complaint or giving a compliment?

If you need assistance in making a complaint or giving a compliment you can speak to the Policy and Government Unit by calling 6205 2137.

If you would like to make a complaint or give a compliment in a language other than English, a Policy Officer can organise assistance for you.

How quickly will you get a response to your complaint?

Informal (verbal) complaints

If you make a complaint verbally by telephone or in person, the staff member who receives the complaint will identify your concerns and expectations and refer the matter to the manager of the area. Where possible, verbal complaints will be resolved within a few working days.

If the complaint cannot be resolved informally, you will be advised of the existence of a formal complaint procedure.

Formal (written) complaints, compliments and suggestions

All written suggestions and compliments and complaints will receive an acknowledgment in writing within five (5) working days of receipt.

Complaints assessed as minor will be determined within 30 working days of receipt.

Complaints assessed as major will be determined within 60 days of receipt.

If a complaint can be resolved within a maximum of five (5) working days of receiving the complaint, an acknowledgment letter does not need to be sent. In these circumstances, the acknowledgement letter and the outcome advice may be combined into the one letter.

Who will handle your complaint?

Your complaint will be forwarded to the Senior Manager, Policy and Government, who is responsible for implementing the Complaints and Compliments Procedure.

The Senior Manager, Policy and Government will forward the complaint to the Complaints Coordinator. This will be either the Director, Corporate Services; General Manager of Community Corrections or the General Manager of Custodial Operations, depending on where your concern is directed.

How will your complaint be handled?

To resolve your complaint, the Policy Officer will:

- Record your complaint on the complaints register
- Acknowledge your complaint in writing
- Assess if ACTCS has met their service standards and objectives
- Determine if any follow-up action is necessary
- Advise you in writing of the outcome

What outcomes can you expect?

ACTCS ensures that your complaint will result in one or more of the following

- A clear explanation of the action taken by ACTCS in dealing with your complaint.
- An acknowledgement if we have not met our service standards and objectives

What if you are not satisfied with the outcome?

If you are not satisfied with the decision made by ACTCS in respect to your complaint about our services or staff, you may refer your complaint to the following:

Executive Director, Governance
Justice and Community Safety Directorate
GPO Box 158
Canberra City ACT 2601

ACT Ombudsman
GPO Box 442
Canberra City ACT 2601
Ph: 1300 362 072

What happens with your personal details?

We will need some personal details to investigate and advise you of the outcome of your complaint. ACTCS is committed to responsible and fair handling of your personal information. The information will be used in accordance with the [Privacy Act \(Cth\) 1981](#) and the [Public Sector Management Act 1994](#).

Vexatious Complaints

If a complaint is considered to be vexatious, ACTCS may elect not to pursue the matter any further.

A vexatious complaint is a frivolous complaint that:

- Is an abuse of the complaint process, or
- Is not made in good faith, or
- Attempts to reopen an issue that has been determined by raising the same issue again or similar issue or issues.

If your complaint is considered vexatious, you will be notified in writing outlining the reasons behind the decision.

This does not remove your right to submit your complaint to an external party.

Anonymous complaints

Anonymous complaints will be accepted, however, in circumstances where an anonymous complaint is received, ACTCS may find it difficult to thoroughly investigate or respond to the complaint without sufficient detail or the ability to maintain effective liaison. Also, we cannot advise you of the outcome. Should this be the case, there is a strong chance the complaint will not be investigated.

What can you do to help?

To help ACTCS provide you with a response to your complaint, there are a few things you can do to assist us:

- Provide ACTCS with as much detail and relevant information as possible
- Tell us clearly what outcome you are seeking
- Keep us updated on any new developments on your complaint as this will assist us to assess and investigate your complaint.