

Customer complaints

Rights and Responsibilities

What are my rights when lodging a customer complaint?

When you make a complaint to the department you have a right to:

- be treated with respect and courtesy
- have your privacy, confidentiality and human rights protected and respected
- be provided access to information held about you (where this is lawful)
- access the assistance you need to make a complaint such as interpreting services
- have another person of your choice to support you and speak on your behalf (you will need to sign a form giving your permission)
- request an update on the progress of your complaint
- be given clear explanations about what can and cannot be done to resolve the complaint
- be informed about what review rights may be open to you if you disagree with the outcome decision.

What are my responsibilities when lodging a customer complaint?

You have a right to make a complaint to the department, however, you also have responsibilities as a complainant to:

- clearly outline what the problem is, what you are unhappy about and your desired outcome
- provide all relevant information and update us if anything changes
- respond to our requests for information within the dates we provide
- understand that if the complaint is complex, it may take longer than 30 business days to assess, manage and finalise
- understand in certain circumstances the department may decline to deal with the complaint, for example the complaint lacks merit, or the complaint is regarding a situation that happened more than 12 months ago
- be respectful and understand that unreasonable conduct will not be tolerated by departmental staff
- meet the terms of any management strategies imposed by the department because of unreasonable conduct.