

P0 07 Complaints and Feedback Policy

Summary

This policy describes how customers can lodge complaints and feedback to the NSW Registry of Births Deaths & Marriages, and how it will be handled.

This policy must be read in conjunction with the Department of Customer Service **Complaint handling policy** and covers:

- Handling complaints in line with Departmental policy
- Contact the Registry
- What is a complaint?
- Responding to Complaints
- What if I am not happy with the outcome?
- Compliments, feedback and suggestions

Document information

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Document history

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1.0	22-11-2014	Initial version
2.0	09-06-2016	Procedure reviewed and updated
3.0	05-06-2018	Procedure reviewed and format updated
4.0	22-01-2019	Added paragraph with information on Ombudsman in section 5
5.0	18-06-2021	Reviewed and updated

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1 About this document

1.1 Purpose

The purpose of this policy is to:

- respond as quickly and effectively as possible to resolve complaints and feedback
- ensure that the Registry meets the minimum Department of Customer Service standards for handling complaints
- use information from complaints and feedback to improve our services, and
- Meet the Australian and New Zealand Standard Guidelines for complaint management in organisations (AS/NZS 10002:2014), everybody has the right to complain.

1.2 Scope

This policy describes lodging and handling customer complaints and feedback at the NSW Registry of Births Deaths & Marriages. It should be read in conjunction with the Departmental standards for handling complaints specified in the ***Complaint handling policy***.

1.3 Glossary of terms

Terms here are specific to this document.

Term	Description
Customer	means a customer of the Registry, as well as any member of the general public who is making a complaint, suggestion or feedback about the Registry operations.
Complainant	means a person(s) making a complaint.
Complaint	means an expression of dissatisfaction, however made, about the standard of service, policies, procedures, costs, or staff of the Registry.
Complaints Officer	means the Senior Advisor, Ministerial & Customer Support within the Ministerial & Customer Support Division.
Registry	means the NSW Registry of Births Deaths & Marriages.
Staff	means an employee of a business centre/branch, regardless of whether the staff member's employment status is permanent or temporary.

2 Contact the Registry

We want to hear how we can improve our service to you, and we welcome your feedback (good or bad) about our products and services. To offer complaints, suggestions or compliments:

- Online: <https://www.feedback.bdm.nsw.gov.au>
- Post: Senior Advisor, Ministerial & Customer Support
NSW Registry of Births Deaths & Marriages
GPO Box 30
SYDNEY NSW 2001
- Phone: 13 77 88

3 What is a complaint?

You can complain when you are dissatisfied with a standard of product or service; cost and delivery issues; accessibility; website; call centre; or any aspect of our service.

Listed below are groupings and descriptions of complaint types that may be received:

- standard of service (product, service, staff)
- costs
- other

4 Responding to Complaints

4.1 Assessment and Acknowledgment

All feedback will be assessed to determine whether they are valid complaints or tasks requiring actions.

All complaints will be assessed to determine urgency; if the complaint is urgent it will be processed as a matter of priority.

A formal acknowledgement will be sent to the complainant, within 3 business days, on the contact details provided and will include an estimated due date for a full response to the complainant.

Our aim is to send a full response within 3 weeks from the date the Complaints Officer receives the complaint. If the complaint is complex and will take longer than 3 weeks to resolve, the Complaints Officer will send an interim response within 3 weeks and follow up with a full response when available.

4.2 Full Response - Resolution and Close of Complaint

The Complaints Officer is responsible for reviewing the complaint to ensure;

- all aspects have been dealt with by the relevant Senior Manager/designated staff
- a remedy has been provided to the customer and
- a written final letter has been sent to the customer outlining the outcome of the complaint.

At this stage, the customer will be offered the opportunity to have an internal review of the complaint if necessary.

5 What if I am not happy with the outcome?

You are entitled to be provided with an opportunity to be heard, to be treated fairly, and to be given reasons for the outcome.

Any person who has previously made a complaint may request an internal review of that complaint if they are not happy with the outcome. Ideally, the request should specify any concerns about the handling of the complaint.

It is preferable that the request for review is either emailed or mailed to:

- Email: bdm-complaints@customerservice.nsw.gov.au
- Mail: Registrar
NSW Registry of Births Deaths & Marriages
GPO Box 30
SYDNEY NSW 2001

However, a request for an internal review can also be made to any staff member, in writing providing the reason for the review, which will be forwarded to the Complaints Officer.

Once a review is completed, if you are still not satisfied, you have the option to appeal at the NSW Civil and Administrative Tribunal (NCAT).

NSW Ombudsman: The NSW Ombudsman is an independent and impartial watchdog, which can investigate complaints about most public sector agencies in NSW. Complaints can be about conduct that may be illegal, unreasonable, unjust or oppressive, improperly discriminatory, based on improper motives or irrelevant grounds, based on a mistake of law or fact, or otherwise wrong. The Ombudsman may refer complaints to certain other agencies such as the Privacy Commissioner, Judicial Commission or Law Enforcement Conduct Commission if they are better suited to conduct an investigation.

To make a complaint to the NSW Ombudsman, you can make a complaint online by visiting <https://www.ombo.nsw.gov.au/complaints>

6 Compliments, Feedback and Suggestions

Receiving and sharing positive feedback is extremely important for the Registry and staff. Any feedback received should be forwarded to the Complaints Officer for recording and acknowledgement.

Feedback means information from a customer about their experience of our service, suggestions or compliments. Please let us know ...

- did we exceed your expectations?
- do you have a suggestion or an innovative idea?
- did we get it wrong? (We will do our best to put things right.)

7 **References**

Department of Customer Service, Complaint handling policy

(End)