



OUR COMPLAINTS POLICY

1. Introduction

The Public Trustee for the Australian Capital Territory ('PTACT') is committed to delivering quality services to the ACT Community.

Your views are important to us and we welcome feedback, both positive and negative, on the quality and effectiveness of the services we provide. This feedback is important to us as a means of monitoring and improving our services.

2. Purpose

This policy provides guidance and establishes procedures for making, receiving, handling and resolving complaints about PTACT.

3. Lodging a complaint

- a) Complaints may be made orally, in writing (preferable) or electronically. We request that you provide your name, address, contact details, details of your grievance, names of any individual/s involved, the date on which the incident occurred, and your desired outcome.
- b) A complaint may be lodged with one of our officers. If the officer is unable to deal with the complaint it will be referred to our Complaints Co-ordinator.
- c) We will attempt to resolve your complaint immediately. However, complaints of a more serious nature will be referred to a senior officer. If you make an oral complaint we will make a record of your complaint, our investigation of the complaint and any action taken. Where the complaint is of serious nature we may ask you to write to us.
- d) Where a complaint is made in writing, electronically or cannot be resolved immediately, our Complaints Co-ordinator will manage the complaint and ensure that appropriate action is taken. We will acknowledge receipt of a complaint within 14 days.
- e) Complaints alleging criminal or corrupt behaviour may be referred to the AFP or handled as a Public Interest Disclosure (PID) as appropriate. This may involve temporary suspension of the officer concerned until all investigations are complete.
- f) Complaints about the conduct of a PTACT officer will be referred directly to that officer's supervisor in the first instance. The officer will be informed about complaint and the final outcome.
- g) Where a complaint reveals systemic or procedural difficulties, all attempts will be made to resolve them.



FACTSHEET

4. Timeframes

Our Complaints Co-ordinator will make all attempts to resolve your complaint and respond to you within 2 weeks of receipt, except where the complaint is complex.

5. Withdrawal of complaints

Should you wish to withdraw your complaint, we ask that you do so in writing or by electronic means.

6. Responsibilities

Staff

Our staff will treat you courteously, receive feedback positively and attempt to resolve minor complaints on the spot. We will provide assistance to any person wishing to lodge a written complaint.

Managers

We will ensure that people are appropriately trained and skilled to provide the highest quality customer service.

Confidentiality

Information provided to us will be maintained in the strictest confidence and our records are subject to the Freedom of Information Act 1987, the Territory Records Act 2002 and the Privacy Act 1988 (Clth).

7. Privacy

PTACT has obligations under the Privacy Act 1988 (C'lth) to respect and maintain

an individual's right to privacy. If you feel that your rights under the Act have been infringed by the Public Trustee you should direct your complaint directly to the Public Trustee. You may also seek information about your rights from the Privacy Commissioner by phone on **1300 362 992**, by email at privacy@privacy.gov.au or by post at **GPO Box 5218 Sydney NSW 2001**.

8. Review of a response to a complaint

If you are not satisfied with our response to your complaint, you may –

- request a review of the complaint by the Public Trustee. Such requests should be made in writing or electronically, setting out the basis for your dissatisfaction with the original response. We will deal with the review within 28 days of your request and respond providing reasons.
- lodge a complaint with the ACT Ombudsman. The Ombudsman is available to assist people who have complaints against the administrative actions of Government departments or agencies and may be contacted at –

Level 5

**14 Childers St
Canberra City ACT 2601**

Phone: **(02) 6276 0111**

Fax: **(02) 6249 7829**

Web: **www.ombudsman.act.gov.au**

FACTSHEET

- lodge a complaint with the ACT Human Rights and Discrimination Commissioner. The Commissioner investigates complaints of discrimination or sexual harassment and may be contacted at -

**Level 4, 12 Moore Street,
Canberra, ACT 2601
GPO Box 158, Canberra City, ACT 2601**

Phone: **(02) 6205 2222**

Fax: **(02) 6207 1034**

Web: **www.hrc.act.gov.au**

9. Definitions

Complaint - any dissatisfaction with PTACT service, program or policy that the complainant would like resolved in accordance with this policy.

Complainant - the person making the complaint or person on whose behalf the complaint is made.

Complaints Co-ordinator means the PTACT officer appointed to manage the complaint.

PTACT means the Public Trustee for the Australian Capital Territory.

10. Contact details and further information

Contact details for PTACT are as follows -

**Ground Floor,
221 London Circuit, Canberra, ACT 2601
PO Box 221 Civic Square, ACT 2608**

Phone: **(02) 6207 9800**

Fax: **(02) 6207 9811**

Email: **publictrustee@act.gov.au**

Web: **www.publictrustee.act.gov.au**

10. Relevant legislation

- *Discrimination Act 1991*
- *Financial Management Act 1996*
- *Freedom of Information Act 1989*
- *Ombudsman Act 1989*
- *Privacy Act 1981(Clth)*
- *Public Interest Disclosure Act 1994*
- *Public Sector Management Act 1994*
- *Age Discrimination Act 2004*
- *Disability Discrimination Act 1992*
- *Human Rights and Equal Opportunity Commission Act 1986*
- *Race Discrimination Act 1975*
- *Sex Discrimination Act 1984*