



**PUBLIC TRUSTEE  
AND GUARDIAN**

# OUR COMPLAINTS POLICY

## 1. Introduction

The Public Trustee and Guardian ('PTG') 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 PTG.

## 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 PTG 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.



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## 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

PTG has obligations under the *Information Privacy Act 2014* 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 and Guardian you should direct your complaint directly to the Public Trustee and Guardian. 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](mailto: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 and Guardian. 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



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# FACTSHEET

Level 5  
14 Childers St  
Canberra City ACT 2601

Phone: (02) 6276 0111  
Fax: (02) 6249 7829  
Web: [www.ombudsman.act.gov.au](http://www.ombudsman.act.gov.au)

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 2, 11 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](http://www.hrc.act.gov.au)

## 9. Definitions

**Complaint** - any dissatisfaction with PTG 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 PTG officer appointed to manage the complaint.

**PTG** means the Public Trustee and Guardian.

## 10. Contact details and further information

Contact details for PTG 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: [ptg@act.gov.au](mailto:ptg@act.gov.au)  
Web: [www.ptg.act.gov.au](http://www.ptg.act.gov.au)

## 10. Relevant legislation

*Age Discrimination Act 2004*  
*Disability Discrimination Act 1992*  
*Discrimination Act 1991*  
*Financial Management Act 1996*  
*Freedom of Information Act 1989*  
*Human Rights and Equal Opportunity Commission Act 1986*  
*Information Privacy Act 2014*  
*Ombudsman Act 1989*  
*Public Interest Disclosure Act 1994*  
*Public Sector Management Act 1994*  
*Race Discrimination Act 1975*  
*Sex Discrimination Act 1984*