

Customer complaints management procedure

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Audience

Whole of OIR.

Purpose

This procedure outlines the responsibilities and processes for the consistent management of customer complaints across the Office of Industrial Relations (OIR) in alignment with the Department of State Development and Infrastructure (the department) complaints management policy, and the Queensland Public Service Customer Complaint Management Framework and Guideline.

Overview

A complaint is a customer complaint if it involves an expression of dissatisfaction about the service, decision, action or inaction of OIR, or its staff, and the complainant is directly affected by the service or action. Customer complaints are an opportunity to identify issues and take action to improve service delivery and customer experiences and drive a culture of continuous improvement.

This procedure should be read in conjunction with the:

- OIR Customer complaints and grievance management policy
- OIR Customer complaints - Internal review procedure
- OIR Managing unreasonable complainant conduct procedure

A customer complaint must be made within 90 days after the day the complainant first had notice of the action of which they are complaining about. Human rights complaints are to be made within 12 months, but in some circumstances a human rights complaint more than 12 months old may be accepted. OIR employees are to contact the OIR Organisational Culture team for more information.

Not all complaints or matters received are defined as a customer complaint but may still need to be managed through a different process as listed in the OIR Customer complaints and grievance management policy.

It is not a customer complaint if the customer is:

- requesting more information.
- requesting a change in services or requesting a new service.
- making a suggestion for improving OIR services.
- expressing a concern about a situation.
- providing feedback on OIR performance.
- not directly affected by the decision or action of OIR.
- providing information (for example, reporting an incident).
- disagreement with a decision made under legislation or other matters listed as out of scope in the OIR Customer complaints and grievance management policy.

However, some complaints or matters managed through a different process may also meet the definition of a customer complaint. When this occurs, the complaint or matter must be recorded as a customer complaint and included in OIR reporting. These complaint types include:

- Human rights complaints, if also a customer complaint, will be managed in accordance with this procedure.
- Privacy complaints, if also a customer complaint, will be managed by the OIR Privacy Unit. For more information, please see the OIR Privacy complaints information sheet (OIR employees only).

Responsibilities

Complainant

- Cooperate in an honest, respectful and timely manner with OIR staff.
- Refrain from unreasonable conduct, noting that OIR will not tolerate conduct that is abusive, threatening, unreasonable, vexatious, or makes inappropriate demands on the OIR's time, resources or staff.
- Comply with any management strategies OIR implements to deal with the unreasonable conduct.
- Understand that OIR may terminate contact if conduct is too unreasonable to manage, but the complaint will still be dealt with, unless it is frivolous or vexatious.
- Lodge a customer complaint with OIR within 90 days of the issue occurring of which the complaint is about.
- Provide a clear idea of the problem and the desired solution.
- Provide all relevant information when the customer complaint is made or upon request.
- Understand that OIR will endeavour to resolve complaints within the timeframes set in this procedure, but complex complaints can take time to assess, manage and resolve.
- Understand that some decisions, actions or inactions cannot be overturned or changed using the OIR Customer complaints management process.
- Inform OIR of changes affecting the customer complaint.
- If dissatisfied with the outcome of the customer complaint, request an internal review within 20 working days of receiving the complaint outcome.
- Understand that complaints made on an anonymous basis may limit how OIR can process and respond to the complaint.
- Have the right to withdraw their complaint at any time. Noting that if a complaint is withdrawn OIR may decide to discontinue or continue the complaint process or any other process as a consequence of the complaint.

All staff

- Familiarise themselves with the OIR customer complaints policy, procedures and supporting information, and complete training relevant for their role in the complaints process.
- Use clear, respectful language to communicate with complainants.
- Record the required complaint information from the complainant through completing the [OIR online complaints form](#) or the OIR Customer complaints record form (OIR employees only).
- Direct customers to the [Queensland Government](#) and [WorkSafe](#) website if they are seeking information about making a customer complaint.

Complaint managers

- Manage and coordinate the receipt, allocation and record management for customer complaints according to the OIR Customer complaint and grievance management policy, OIR Customer complaints

- Internal review procedure, OIR Managing unreasonable complainant conduct procedure and this procedure.
- Provide advice to the complaint officer on whether a customer complaint may be frivolous or vexatious as per the OIR Managing unreasonable complainant conduct procedure and OIR Guide – Unreasonable complainant conduct (OIR employees only).
- Provide procedural fairness to complainants and persons who are the subject of the customer complaint.
- Monitor customer complaints to ensure they are resolved promptly and in accordance with timeframes set in this procedure in alignment with the OIR Customer complaint and grievance management policy.
- Keep up-to-date complaint information in the centralised OIR customer complaints register.
- Report to Business Innovation and Planning Unit, Office of the Deputy Director-General and management on customer complaints matters when required.

Complaints officers

- Assess customer complaints according to the OIR Customer complaint and grievance management policy, OIR Customer complaints – Internal review procedure, OIR Managing unreasonable complainant conduct procedure and this procedure.
- Record and provide any interactions with the complainant to the complaints manager to update the OIR customer complaints register.
- Determine if a customer complaint is frivolous or vexatious as per the OIR Managing unreasonable complainant conduct procedure and OIR Guide – Unreasonable complainant conduct (OIR employees only).
- Assess if a customer complaint is a human rights complaint and consider human rights when responding to a customer complaint. For more information, please see the OIR Guide – Human rights complaints (OIR employees only).
- Provide procedural fairness to complainants and persons who are the subject of the customer complaint.
- Advise the complainant that they can seek an internal review within 20 working days if they are dissatisfied with the complaint outcome and/or the way the complaint was handled.
- Resolve customer complaints promptly and in accordance with timeframes set in this procedure and in alignment with the OIR Customer complaints and grievance management policy.

Internal review officers

- Manage customer complaints according to the OIR Customer complaints and grievance management policy, OIR Customer complaints - Internal review procedure, OIR Managing unreasonable complainant conduct procedure and this procedure.
- Provide procedural fairness to complainants and persons who are the subject of the customer complaint.
- Resolve customer complaints promptly and in accordance with timeframes set in this procedure and in alignment with the OIR Customer complaint and grievance management policy.
- Maintain appropriate records to support each step in the customer complaints and human rights complaints management processes and enable departmental reporting.

Directors and Executive Directors

- Consider customer complaints management as part of planning and risk management activities.
- Ensure information on how to make a customer complaint is available in the reception area (if applicable).
- Review customer complaint information to inform continual improvements to service delivery and the customer complaints process.

- Review and approve recommendations or actions identified by the complaint officer as a result of the complaint assessment, and ensure the accepted recommendations or actions are implemented.
- Report the implementation progress of any accepted recommendations or actions to the complaints officer for reporting purposes when requested, or when updates or changes have occurred.
- Ensure nominated complaints and internal review officers participate in customer complaint management training and awareness activities.
- Support staff involved in customer complaints management to ensure their health, safety and wellbeing.

Business Innovation and Planning Unit, Office of the Deputy Director-General

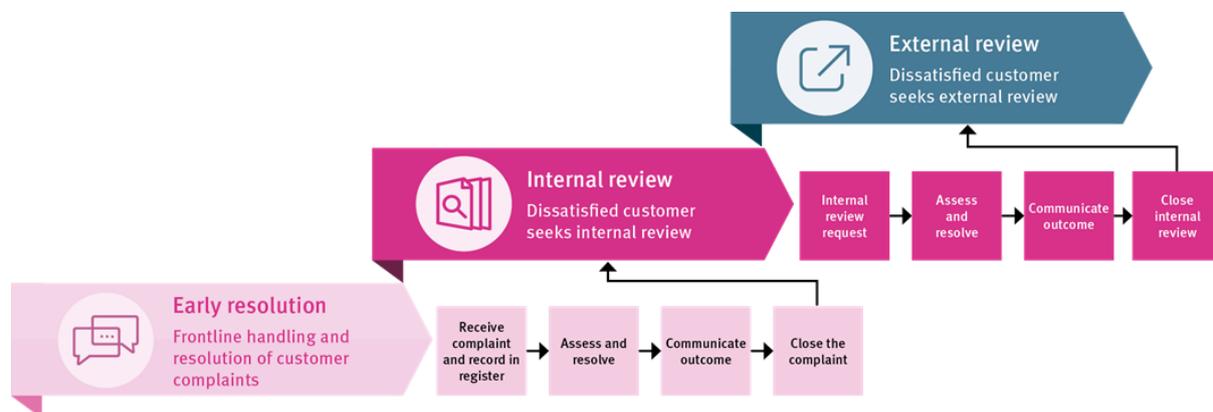
- Maintain customer complaints management resources, including policies, procedures, supporting materials and websites.
- Coordinate quarterly and annual customer complaints and human rights reporting.
- Provide advice and guidance to staff involved in customer complaints management.
- Maintain register of complaint managers, complaint officers and internal review officers, and monitor training to ensure staff understand the OIR customer complaints management approach and their responsibilities.
- Review customer complaints management activities to identify opportunities for better practice and seek and action feedback about the customer complaints management approach.

Director-General

- Publish annual customer complaints data on the department's website by 30 September after each financial year, as required under section 264(3) of the [Public Sector Act 2022](#) (Qld).

Process

The OIR approach to handling customer complaints is based on the Australian Standard (AS 10002:2022 – Guidelines for complaint management in organisations).



Early resolution

1. Complaint receipt and acknowledgement

- The complainant lodges a complaint with OIR either:
 - in writing – a letter, email or received via the online complaints form received by Licensing and Regulatory Interventions (LARI).
 - over the phone or in person – to LARI or an OIR officer.

- If received via letter, email or the online complaints form, the receiving officer or LARI are to forward the complaint to a complaints manager of the OIR business unit in which the complaint is lodged against.
- If the complaint is lodged in person or on the phone, the receiving officer should:
 - advise the complainant that if more than 90 days have passed since the action resulting in the complaint, OIR may refuse to consider the complaint unless satisfied that there were exceptional circumstances which contributed to the delay in the complaint (e.g., long term significant ill-health of complainant, flood or other natural disaster affecting the complainant), or it is a human rights complaint which has a 12-month timeframe for reporting.
 - be polite and courteous, actively listen and seek clarification and confirm issues, relevant information, and outcomes sought and try to meet any reasonable requests that would resolve the matter.
- All staff and their managers are empowered to resolve complaints where the complaint is received if possible. If the complaint was received and resolved over the phone or in person, and the complainant is satisfied with the outcome, then the OIR Customer complaint record form (OIR employees only) is to be completed and saved for record keeping purposes. Such examples may be a resending of correspondence that wasn't received, or a correction of information supplied.
- If it cannot be resolved at the point of contact by either the receiving officer or their manager, the receiving officer is to:
 - is to record the required information by completing either the OIR online complaints form or the complaint information section of the OIR Customer complaint record form (OIR employees only).
 - submit the online complaints form or forward the completed form to a complaints manager of the OIR business unit in which the complaint is lodged against.
- Acknowledgement of receipt of the matter is to be provided to the complainant in writing or verbally as soon as possible dependant on the method or receipt.
 - If the complaint is received via phone or in person:
 - the recording of the matter by the receiving officer is considered to be an acknowledgement of receipt
 - the complaint manager is still to provide the OIR acknowledgement letter template which can be either emailed or posted.
 - If the matter is received via a letter, email or the online complaints form via LARI, the complaint manager is to provide acknowledgement via the OIR acknowledgement letter template which can be either emailed or posted within a target of 3 days.

2. Record, assess and resolve

- Once received, the complaint manager reviews the matter and confirms it is a customer complaint as per listed in the [Overview](#) of this procedure and the OIR Customer complaints and grievance management policy.
- If the matter is deemed to be a customer complaint, the complaint manager is to:
 - record the complaint in the centralised OIR Customer complaints register (OIR employees only);
 - Note: Protected information must not be entered into the register. Refer to the OIR Information classification procedure (OIR employees only) for information security classifications and the OIR Privacy policy (OIR employees only).
 - if the complaint is received via a letter, email or the online complaint form via LARI, populate the complaint information into OIR Customer complaint record form (OIR employees only); and
 - refer matter and complaint record form to the director of the business unit in which the complaint is lodged against.
- If the director can resolve the complaint, they are to:

- complete the OIR Customer complaint record form,
- complete the OIR Customer complaint outcome letter, and
- return both documents to the complaint manager who will update the register and send the outcome letter to the complainant via email or post.
- If the director cannot resolve the complaint, they are to allocate to a complaint officer within their directorate to assess and resolve the complaint and notify the complaints manager.
- The director should assess if the complaint officer has a conflict of interest with the complainant or complaint. If any potential conflict is identified the complaint is to be referred to another officer for assessment.
- The director or complaint officer can overturn the complaint manager decision if they determine that the matter is not a customer complaint and return to the complaint manager to notify the complainant.
 - If the complaint is assessed to not be a customer complaint but falls under one of the out-of-scope processes listed in the OIR Customer complaints and grievance management policy, the complaint manager is to advise the complainant and provide information on the relevant process.
- The complaint officer must provide record of any correspondence with the complainant to the complaint manager to ensure records and the register is up to date.
- The complaint manager and complaint officer will:
 - communicate with the complainant by the most appropriate medium (phone, letter, email).
 - keep the complainant informed of any changes or emergent issues that impact the resolution of their customer complaint.
 - consider the complainants needs and preferences where possible, assisting those who may be vulnerable due to factors such as age, disability, location or issues accessing digital services.
 - offer support such as directing the person to interpreter services or support agencies.
- The complaint officer is to contact the complainant if additional information is required to confirm the complaint issues or the outcome sought or to provide information about the customer complaints management process, such as timeframes and complainant responsibilities.
- If the complainant does not provide the requested information in a reasonable timeframe, the remainder of this procedure does not need to be followed and the complaint is closed. If the complainant cooperates and all information required is received from the complainant, the complete complaint is accepted and subject to the timeframes below.
- The complaints officer should consider if the customer complaint is frivolous or vexatious. It is important to distinguish between the complainants conduct and the nature of the complaint.
 - If the complaint is frivolous or vexatious, the complaints officer is to advise the complainant in writing of why it is being considered as frivolous and vexatious and allow the complainant 20 working days to respond and provide further information or reasoning to as why the complaint should be reconsidered. (Complaint letter templates can be Customer complaints management page - OIR employees only).
 - If the complainant fails to respond, no further action will be taken, and the remainder of this procedure does not need to be followed and the complaint is closed.
 - If the complainant provides a response, the information provided is to be reviewed by the complaints officer with a final decision to be made on whether the complaint is still deemed to be frivolous and vexatious or valid and accepted.
 - If the complaint is still deemed to be frivolous or vexatious, the complainant will be advised in writing that the complaint will not be examined. This is to be recorded in the OIR Customer complaints register, and the remainder of this procedure does not need to be followed and the complaint is closed.

- The complaints officer must also decide if the complaint engages, or limits human rights contained in Part 2 of the [Human Rights Act 2019](#) (Qld) by considering the following questions:
 - Are any human rights engaged or impacted by the decision or action complained about?
 - If so, did the decision or action being complained about limit those human rights?
 - If so, was the limitation lawful, justified, and reasonable in the circumstances?
- The complaints officer must document their assessment and decision-making process for human rights complaint in the OIR Customer complaint record form (OIR staff only). The OIR Guide - Human rights complaints (OIR staff only) provides more information about assessing if a complaint engages human rights.
- Complaints will also be reviewed by BIPU during reporting requests to reaffirm no human rights breaches have occurred. If identified that a complaint may breach human rights, the matter will be referred to the OIR Organisational Culture team for review.
- Once the complaints officer receives a complaint from a director, the complaint should be assessed to determine the best way to resolve it by:
 - considering the circumstances of the complaint, the parties involved, and the requested outcomes.
 - identifying each complaint issue.
 - identifying relevant benchmarks, standards, or criteria to assess the complaint against (for example, legislation, policies, or procedures).
 - gathering relevant information or documentation, including from the complainant via the complaints officer.
- The complaint officer should aim to resolve the customer complaint within the following framework timeframes subject to the complexity and nature of the customer complaint and when the complaint is received (for example, during the Christmas-New Year period):
 - Simple complaint: up to 30 working days
 - Complaints requiring some enquiry that involves multiple issues of complaint or a complicated situation (for example, privacy complaints, human rights issues, historical issues, factual disputes, multiple parties): up to 45 working days.
 - Complaints requiring investigation and referral: up to 90 working days, or longer in some cases.
 - Internal review: up to 20 working days.
- If it is determined that a timeframe for a response is not likely to be met, the complaints officer should proactively advise the complainant of this at the earliest opportunity and advise the new expected timeframe and officer contact details should they require further information.
- Options for resolving the customer complaint that may apply include:
 - providing an explanation to the complainant about the decision, action, etc. and reasons if not previously provided.
 - dismissing the customer complaint (for example, if the decision complies with legislation, or policies or procedures of the government, the department or OIR).
 - concluding that the customer complaint has been substantially resolved.
 - reaching a compromise solution.
 - upholding the customer complaint and implementing specific action, such as overturning a decision, giving an apology, or providing a service not previously provided.
 - addressing or referring the issue for system improvement.
- The complaints officer must record appropriate notes in their directorate's complaints register throughout the assessment and resolution phase.
- Procedural fairness must be afforded to the complainant and any person who is the subject of the customer complaint. This includes providing the subject of the complaint a list of available support

options such as the [Employee Assistance Program](#) (EAP – OIR employees only) and the right to have a support person present.

- The complaints manager and complaints officer should consider if any health, safety, wellbeing, or resourcing issues are raised by the complaint or the complainant's conduct, and if they are concerned, they should be guided by the OIR Managing unreasonable complainant conduct procedure or escalate to their director to determine any actions that may be undertaken. More information on can be found in the OIR Guide – Unreasonable complainant conduct (OIR employees only).
- If it is identified that the complaint being raised causes any negative health, safety or wellbeing issues for the staff member who is the subject of the complaint, the complaints manager, complaints officer or receiving officer, their manager or director support for the staff member should be sought immediately via the OIR Health Safety and Wellbeing (HSW) team in Organisational Culture, EAP, or other support avenues. If the complaint officer or complaint manager handling the compliant is the affected, the complaint is to be reallocated to another officer or manager.

3. Communicate outcome

- The complaints manager must advise the complainant of the outcome of the assessment and resolution process provided by the complaint officer. This should include:
 - a clear explanation of the final decision (including the reasons).
 - any recommendations, steps taken to address the complaint and undertakings or follow up actions.
 - any internal or external review options available to the complainant.
 - the option to provide feedback on the complaint process.
- The complaints manager must ensure they keep appropriate records about the information provided to the complainant. This is to be recorded in the OIR customer complaint register.
- The complaint officer must advise the subject of the complaint and their direct supervisor of the outcome, any recommendations, and the support options available if applicable.

4. Close complaint

- The complaint is considered closed once the complainant has been issued the internal assessment findings.
- The complaints manager will close the complaint and record information in the register about the complaint outcome and any further activities that need to occur.
- If any recommendations or actions are identified as a result of the complaint, the complaints manager is to refer them to the director of the relevant business unit and their executive director.
- The complaint manager is to monitor the progress of such action or recommendations for reporting purposes, with the director to report the progress to the complaints manager when requested, or when updates or changes have occurred.

5. Continual improvement and staff wellbeing

- The director and executive director of which a complaint is lodged against are to consider and implement any accepted recommendations or actions that are as a result of the complaint assessment. The director is to report the progress to the complaints manager when requested, or when updates or changes have occurred.
- Quarterly debrief meetings of complaints received, outcomes and shared learnings with the complaint managers, complaint officers and internal review officers, are to be facilitated by a business unit manager or director. Meetings agendas should include successes, issues and staff wellbeing and safety to ensure their health, safety and wellbeing is optimised. Meeting outcomes should be summarised and submitted to the directorate's executive director and BIPU for further continuous improvement where applicable.

Internal review

- If the complainant is dissatisfied with the outcome of their customer complaint and/or the way the customer complaint was handled by OIR, the complainant can request an internal review. This request should be submitted within 20 working days of receiving the complaint outcome.
- The internal review must be completed in accordance with the OIR Customer complaints - Internal review procedure.

External review

- If an internal review is completed, and the complainant remains dissatisfied, they can seek an external review.
- The complaints officer must provide the complainant with details of external review agencies (such as the Queensland Ombudsman, Office of the Information Commissioner, Queensland Civil and Administrative Tribunal or Queensland Human Rights Commission) to assist the complainant to seek an external review. This information is part of the internal review outcome letter template provided to complainant.
- If an external review agency accepts the request and requests information from OIR to enable an external review to be conducted, the complaints or internal review officer must assist with the request and record the external review request in the register.

Definitions

Term	Definition
Complaint	An expression of dissatisfaction about the service, decision, action or inaction of OIR, or its staff, and the complainant is directly affected by the service or action.
Complainant	A person, organisation or their representative/advocate making a customer complaint. A complainant is a 'customer' for the purposes of the customer complaints management framework if they are directly affected by the issue they are complaining about, or they are authorised representative of someone who has been directly affected.
Complaints manager	A complaints manager is an OIR officer delegated responsibility to coordinate customer complaints for their directorate. Their functions may include, but are not limited to, receipt of complaints, determining if it is a customer complaint, information gathering, allocation to the relevant director, correspondence, maintaining their directorates complaints register, and reporting. The coordination of a customer complaint may involve one or more complaints manager.
Complaints officer	A complaints officer is an OIR officer delegated responsibility to assess and manage customer complaints for their directorate. Their functions may include, but are not limited to assessment, referral, correspondence, management, resolution, and escalation.
Complaints requiring no further action	A reporting status applied when the complaint is closed that is used in departmental reporting. Customer complaints require no further action if OIR has resolved/finalised/closed the complaint at the point of service and there has been no request for further action by the complainant or others (for example, Queensland Ombudsman , Queensland Human Rights Commission , or Queensland Civil and Administrative Tribunal)).

Term	Definition
Complaints requiring investigation and referral	A customer complaint that is complex or involves serious issues of complaint. It may require specialist advice or support to resolve. It should be possible to resolve within 90 working days but may take longer subject to complexity.
Complaints requiring some inquiry	A customer complaint that involves multiple issues of complaint or a complicated situation (for example, human rights issues, historical issues, factual disputes, multiple parties). It should be possible to resolve within 45 working days.
Complete complaint	A complete complaint is when the complaints officer has all the required and necessary information to allow the assessment of the lodged complaint.
Customer complaint	<p>A customer complaint is defined within section 264 of the Public Sector Act 2022 (Qld) as a complaint about the service or action of a department, or its staff, by a person who is apparently directly affected by the service or action. Examples may include complaints about:</p> <ul style="list-style-type: none"> • a decision made, or failure to make a decision, by an OIR employee • an act, or failure to act, by OIR • the formulation of a proposal or intention by OIR • the making of a recommendation by OIR • the customer service provided by an OIR employee.
External review	A process conducted by an external review body (for example, Queensland Ombudsman , Queensland Human Rights Commission , or Queensland Civil and Administrative Tribunal) to ensure departmental decision-making is fair, reasonable and proper.
Feedback	Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly, or implicitly to or about OIR, its products, services, staff, or its handling of a complaint. Feedback is not a customer complaint.
Frivolous complaint	A frivolous complaint is one that is trivial or meritless in nature and does not justify the resources that would be required to action it.
Human rights complaint	<p>A complainant can make a human rights complaint if OIR has:</p> <ul style="list-style-type: none"> • acted or made a decision in a way that is not compatible with human rights; or • failed to give proper consideration to a relevant human right when making a decision.
Internal review	<p>A process conducted by appropriately trained OIR staff on request from the complainant which examines if the complaint management process for the original customer complaint was appropriate and/or if the outcome reached was reasonable. An internal review is not a re-investigation of the original customer complaint.</p> <p>The OIR customer complaints - Internal review procedure provides more information about the internal review process.</p>
Internal review officer	<p>An internal review officer is an OIR employee who conducts an internal review. The officer must be:</p> <ul style="list-style-type: none"> • independent from the original customer complaint; and • in a position equal to, or higher than, the original decision-maker and authorised to make internal review decisions, including recommendations, or

Term	Definition
	<p>be nominated by someone with this authority.</p> <p>An internal review may involve more than one internal review officer.</p>
OIR Customer complaints register	A centralised tool used to capture and record complaints data, including information about the complainant, their complaint, how OIR has resolved the matter, and any reviews undertaken.
Privacy complaint	A complaint by an individual about an act or practice of an agency in relation to the individual's personal information that is a breach of the agency's obligation under the Information Privacy Act 2009 (Qld) to comply with the privacy principles or an approval under section 157 of the Act.
Procedural fairness	Providing any party who may be affected by a complaint or grievance with a fair opportunity to be heard and a reasonable opportunity to respond to any claims. Procedural fairness is also known as natural justice.
Protected information	Very sensitive and confidential information, where unauthorised and/or premature disclosure might cause damage to one or more parties. Refer to the OIR Information Classification Procedure (OIR employees only) for more information or contact the OIR Right to Information (RTI) Team.
Reporting status	An assessment of the customer complaint completed at the point of resolution which identifies if the complaint requires no further action or requires further action. Please see the OIR Customer complaints register template (OIR employees only) for more information.
Resolution	A customer complaint is resolved when the issue raised is dealt with in line with the OIR customer complaints management policy and related procedure The resolution may or may not be to the complainant's satisfaction.
Reasonable timeframe	The amount of time considered reasonable by the complaints officer or internal review officer for a complainant to provide any information requested to allow the assessment of the lodged complaint. Complaints officer or internal review officer are to consider procedural fairness, age, disability, location or issues accessing digital services, or any language barriers when determining what is reasonable.
Simple complaint	A customer complaint that involves an uncomplicated matter or only one complaint issue. It should be possible to resolve within 30 working days and will require no, or limited, inquiry to address.
System improvement	<p>System improvement may involve one or more of the following:</p> <ul style="list-style-type: none"> • referral for consideration of legislative or policy change • policy or program development, review, or revision • process improvement (i.e., changes to procedures and workplace practices) • expert assistance, staff development or performance improvement • improved implementation (for example, issuing updated documentation or reminders) • monitoring compliance • other action to ensure that the matter is handled appropriately in future.
Unreasonable complainant conduct	<p>Conduct is likely to be unreasonable where it involves actions or behaviours which because of the nature or frequency, raise substantial health, safety, wellbeing, resource or equity issues for OIR, its staff, other service users or the complainant themselves. Examples include:</p> <ul style="list-style-type: none"> • unrelenting contact (e.g., excessive, and unnecessary phone calls or emails)

Term	Definition
	<ul style="list-style-type: none"> • demanding conduct (e.g., demanding more reviews than departmental procedures allow, or demanding a different outcome without showing the original decision was incorrect) • unreasonable lack of cooperation (e.g., refusing to identify the issue of complaint or providing disorganised information) • unreasonable arguments (e.g., making irrational claims) • unreasonable behaviour (e.g., aggression or violence to staff, or threatening harm to self and others). <p>The OIR Managing unreasonable complainant conduct procedure provides more information.</p> <p>Please also refer to the OIR Information sheet - Excluded complaints.</p>
Vexatious complaint	A vexatious complaint is a complaint that is not brought in good faith, and is instead designed to harass, annoy, or create a resource burden for OIR.
Working days	Customer complaints will be managed within working days (i.e., business days – Monday to Friday, excluding public holidays).

Legislation

- [Public Sector Act 2022 \(Qld\)](#) section 264
- [Human Rights Act 2019 \(Qld\)](#) part 2 and sections 58(1), 63, 97
- [Industrial Relations Act 2016 \(Qld\)](#)
- [Work Health and Safety Act 2011 \(Qld\)](#)
- [Electrical Safety Act 2002 \(Qld\)](#)
- [Safety in Recreational Water Activities Act \(Qld\)](#)
- [Workers' Compensation and Rehabilitation Act 2003 \(Qld\)](#)

Delegations/Authorisations

- [HR Delegations](#) (OIR employees only)

Policies and procedures in this group

- [OIR Customer complaint and grievance management policy](#)
- [OIR Customer complaints - Internal review procedure](#)
- [OIR Managing unreasonable complainant conduct procedure](#)
- [Complaints about the Director-General and Coordinator-General procedure](#)
- [OIR Information Classification Procedure](#) (OIR employees only)
- [OIR Privacy policy](#) (OIR employees only)

Supporting information for this procedure

- [OIR Guide – Customer complaints – Internal reviews](#) (OIR employees only)
- [OIR Guide – Human rights complaints](#) (OIR employees only)
- [OIR Guide – Unreasonable complainant conduct good practice guide](#) (OIR employees only)

- [OIR Information sheet – Excluded complaints](#)
- [OIR Information sheet – Internal review](#)
- [OIR Request an Internal review form](#)
- [OIR Information sheet – Unreasonable complainant conduct](#)
- [OIR Customer complaints management and templates](#) (OIR employees only)
- [OIR Privacy complaints information sheet](#) (OIR employees only)
- [OIR Employee complaint management](#) (OIR employees only)
- [Human Rights information](#) (OIR employees only)

Other resources

- [AS 10002:2022 – Guidelines for complaint management in organisations](#)
- Employee Assistance Program (OIR employees only)
- [Concerns, complaints, or feedback](#) (WorkSafe website)
- [Queensland Ombudsman resources](#)
- [Managing complex complainant behaviour](#) (Victorian Ombudsman)
- [Managing unreasonable conduct by a complainant practice manual](#) (NSW Ombudsman)

Contact

For customers who wish to make a customer complaint, please:

Complete the form on the [Queensland Government – complaints and compliments webpage](#), or [Compliment or complain about our services | WorkSafe.qld.gov.au](#)

Call 1300 362 128 (WorkSafe)

For staff who would like more information about the framework, policy, or procedures, please see the [Customer complaints management](#) page on the OIR intranet, the related and supporting document links above or contact the Business and Innovation Planning Unit, Office of the Deputy Director-General.

Review date

1 July 2024