

Complaints and Feedback Policy and Procedures

Objectives and scope

This policy aims to:

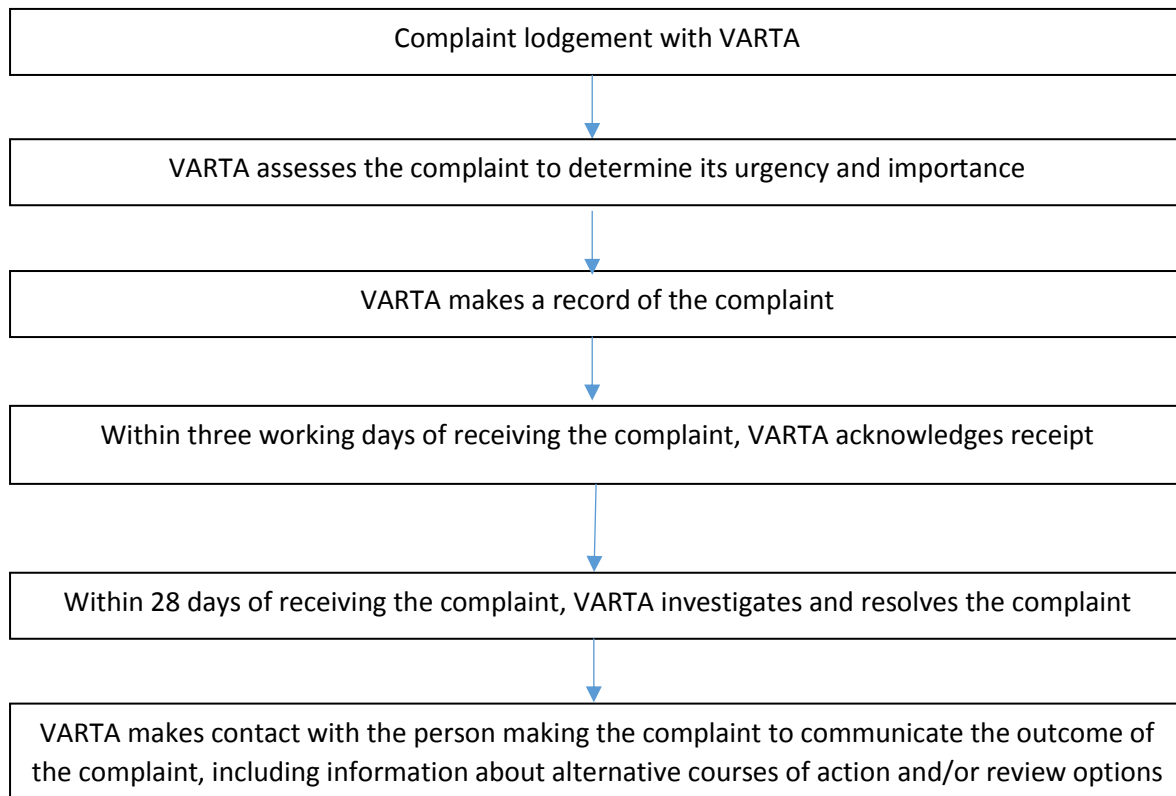
- establish internal complaint management processes
- outline the steps that VARTA will take in managing complaints
- ensure that all complaints are treated equally and fairly
- set out roles and responsibilities of VARTA staff in relation to complaints
- ensure that VARTA's complaints process is maintained around the principles of commitment, accessibility, transparency, objectivity, fairness, privacy, accountability and continuous improvement

This policy only applies to complaints pertaining to VARTA and its staff. Members of the public are encouraged to make any complaints about VARTA and its staff to VARTA directly under this policy. This allows us to demonstrate to those who use our services that we are committed to handling their concerns in a fair, objective and transparent way. It also allows us to improve our services for others in the future. However, if you wish to seek external assessment of your complaint, please read *Review processes and external bodies*.

Commitment statement

VARTA acknowledges the importance of feedback, and a person's right to express their opinion about VARTA's services. Having a complaints and feedback policy allows VARTA to engage constructively with those who have used VARTA's services, in order to improve both our services and the consumer experience.

Process



The staff at VARTA will try at every stage to respond to the complaint in a fair and clear way. VARTA will keep the person making the complaint up-to-date with any developments or decisions made in relation to their complaint, meeting set time frames and addressing any additional concerns raised during the process.

Roles and responsibilities

Staff member	Responsibilities
Compliance Officer (to be appointed)	<ul style="list-style-type: none"> • receive complaints about VARTA and its staff • enter complaints into the Complaints Register • provide a resolution for the person making the complaint
Chief Executive Officer	<ul style="list-style-type: none"> • review complaints internally • ensure that all staff are aware of relevant laws, organisational policies and procedures • provide support for staff who are handling complaints
Board of VARTA	<ul style="list-style-type: none"> • approve and review the Complaints and Feedback Policy regularly • ensure that appropriate internal controls, policies and procedures are in place to deal with complaints.

Remedies

If VARTA believes that an error has been made which requires a response, VARTA will take steps towards addressing the error and providing an appropriate response.

Review processes and external bodies

If the person making the complaint believes that VARTA's response to the complaint is inadequate, there are a number of ways to review the outcome of the complaint.

VARTA can be contacted to commence an internal review. If a complaint is reviewed internally, it will be assessed in an unbiased way by a member of the VARTA staff who has not previously been involved in managing the complaint.

If the person making the complaint does not wish the complaint to be internally reviewed by VARTA, or an internal review has been conducted and the person is not satisfied with the outcome, there is the option to seek an external view. Relevant bodies for such external review include:

Commissioner for Privacy and Data Protection

The key body regulating the way Victorian government agencies and local councils collect and handle personal information.

Victorian Equal Opportunity and Human Rights Commission

Responsible for eliminating discrimination in Victoria.

Victorian Ombudsman

Receives complaints about the administrative actions of Victorian government authorities and local councils.

Privacy and confidentiality

VARTA's complaints management process involves recording the details of complaints and the person making them. In keeping such records, VARTA complies with the requirements of the *Privacy and Data Protection Act 2014* (Vic). Therefore, any details provided will be held confidentially. The information will only be used and shared with VARTA staff to address the complaint. Your information may also be de-identified and used for reporting and statistical purposes.

A person who has made a complaint may access or correct the information submitted to VARTA as part of the complaints management process under the *Freedom of Information Act 1982* (Vic). For information about making a Freedom of Information request, please contact VARTA.

Awareness and training

VARTA staff are required to be aware of this complaints and feedback policy, as well as any relevant internal procedures. Staff members administering this policy also receive training regarding managing and responding to complaints.

Related legislation

Charter of Human Rights and Responsibilities Act 2006 (Vic)

Freedom of Information Act 1982 (Vic)

Health Records Act 2001 (Vic)

Privacy and Data Protection Act 2014 (Vic)

Protected Disclosure Act 2012 (Vic)

Effective Date	19 January 2017
Superseded	N/A
Review	Annual