



Compliments / Complaints Internal Process Policy and Governance Team

Compliments

Our clients may provide a compliment about:

- our information or services
- the way they were treated by us
- the quality of our resources, publications, website, news or information
- any other matter unrelated to a decision made by an inspector in the course of their duties

Complaints

A complaint can be about the service provided by SafeWork SA and may include our conduct or interaction with clients. Some examples are:

- unprofessional conduct such as inappropriate language, rudeness or intimidation
- inappropriate disclosure of information or breach of confidentiality
- acting in a biased manner
- discrimination or harassment.

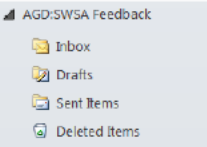
Please note: this internal process **does not** apply to complaints that:

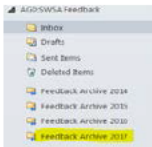
- seek a review of a decision made by an inspector in the course of their duties (*refer to the [Internal Review Process](#)*)
- are made under the [Whistleblowers Protection Act 1993](#)
- allege involvement in theft, bribery, corruption or other criminal conduct.

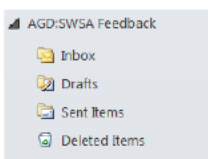
Related documents

- [SWSA Complaints Resolution Policy and Procedure](#)
- [Your Say Compliment Form](#)
- [Your Say Complaint Form](#)
- [Internal Compliment Action Sheet](#)
- [Internal Complaint Action Sheet](#)
- [Feedback Register 2018](#)
- [SWSA Feedback Webpage](#)

Policy and Governance Internal Process

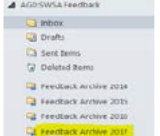
Step 1. – Receiving a Compliment (<i>go to Step 2. for complaints process</i>)	Timeframe	Responsibility
<input type="checkbox"/> Check the 'SWSA Feedback' inbox through Outlook for any compliments received online. 	On a regular basis	Governance Support Officer
<input type="checkbox"/> Advise the 'Complaint Manager' of any new compliments that are received via the feedback inbox, email, in person, by fax or in the post.	Within an hour of receiving a compliment	Governance Support Officer
<input type="checkbox"/> If directed by the 'Complaint Manager' email a copy of the compliment to the staff member involved cc: their manager/s, the 'Complaint Manager' and [REDACTED].	Within an hour of receiving a compliment	Governance Support Officer
<input type="checkbox"/> Collect file no. SAFE18/0111 PT1 from the locked cupboard located in the Policy and Governance team.	Within a day of receiving a compliment	Governance Support Officer
<input type="checkbox"/> Place a copy of the compliment and any other corresponding	Within a day of	Governance Support

	documentation (emails etc.) into the file under the appropriate divider for 'Compliments'.	receiving a compliment	Officer
<input type="checkbox"/>	Create a new document on RecFind and record the document number and other relevant details into columns A – O of the Feedback Register 2018	Within a day of receiving a compliment	Governance Support Officer
<input type="checkbox"/>	Link the new document number to file no. SAFE18/0111 PT1 on RecFind.	Within a day of receiving a compliment	Governance Support Officer
<input type="checkbox"/>	Print two separate labels – one for the document number and one for the client's surname. Stick the labels onto the appropriate divider within the file.	Within a day of receiving a compliment	Governance Support Officer
<input type="checkbox"/>	Move all finalised compliments received in the 'Feedback Inbox' to the <i>Feedback Archive 2018 folder</i> . 	Within a day of receiving a compliment	Governance Support Officer
<input type="checkbox"/>	Return file number SAFE18/0111 PT1 to the locked cupboard.	Within a day of receiving a compliment	Governance Support Officer

Step 2. – Receiving a Complaint		Timeframe	Responsibility
<input checked="" type="checkbox"/>	Check the 'SWSA Feedback' inbox through Outlook for any complaints received online. 	On a regular basis	Governance Support Officer
<input checked="" type="checkbox"/>	Advise the 'Complaint Manager' of any new complaints that are received via the feedback inbox, email, in person, by fax or in the post. All complaints are to remain confidential.	Within an hour of receiving a complaint	Governance Support Officer
<input checked="" type="checkbox"/>	Create a temporary RecFind file for SAFE18/0111 PT1 and move the file on RecFind to the 'Complaints Manager'.	Within an hour of receiving a complaint	Governance Support Officer
<input checked="" type="checkbox"/>	Create a new document number on RecFind and link it to the temporary file.	Within an hour of receiving a complaint	Governance Support Officer
<input checked="" type="checkbox"/>	Complete the relevant sections of the Internal Action Sheet for complaints and record the document no. Save the form onto the G drive in the 'Complaints' folder (password protect the document).	Within an hour of receiving a complaint	Governance Support Officer
<input checked="" type="checkbox"/>	Save a copy of the Internal Action Sheet onto a USB and place inside the temporary file.	Within an hour of receiving a complaint	Governance Support Officer
<input checked="" type="checkbox"/>	Print out the complaint, the Internal Action Sheet and any other corresponding documentation and place into the temporary file.	Within an hour of receiving a complaint	Governance Support Officer
<input checked="" type="checkbox"/>	Open the Feedback Register 2018 and record the relevant details into columns A – M.	Within an hour of receiving a complaint	Governance Support Officer
<input checked="" type="checkbox"/>	Give the temporary file to the 'Complaints Manager' / Executive for assessment and allocation.	Within an hour of receiving a complaint	Governance Support Officer

Step 3. – Assessing and Investigating a Complaint		Timeframe	Responsibility
<input type="checkbox"/>	The 'Complaint Manager' will complete the relevant sections on the Internal Action Sheet and send the file to Executive to nominate a staff member/s to investigate the complaint.	Within two days of receiving a complaint	Complaint Manager
<input type="checkbox"/>	A letter of acknowledgement to the complainant must be sent within seven days of receiving the complaint.	Within seven days of receiving a complaint	Complaint Manager/Governance Support Officer
<input type="checkbox"/>	The nominated Investigator to refer to the steps listed at Attachment A of the SafeWork SA Complaint Resolution Policy and Procedure .	Within seven days of receiving a complaint	Investigator
<input type="checkbox"/>	The Investigator must complete the relevant sections of the Internal	Within 24 days of	Investigator

	Action Sheet and save onto the USB.	receiving a complaint	
<input type="checkbox"/>	The Investigator to file any relevant documentation into the temporary RecFind file.	Within 24 days of receiving a complaint	Investigator
<input type="checkbox"/>	The Investigator to provide the file to the 'Complaint Manager' for assessment and approval by Executive.	Within 24 days of receiving a complaint	Investigator / Complaint Manager
<input type="checkbox"/>	The 'Complaint Manager' to complete the relevant sections of the Internal Action Sheet.	Within 26 days of receiving a complaint	Complaint Manager
<input type="checkbox"/>	A final outcome letter to be provided to the complainant and employee within 28 days of receiving the complaint.	Within 28 days of receiving a complaint	Complaint Manager

Step 4. – Finalising a Complaint		Timeframe	Responsibility
<input type="checkbox"/>	Return the temporary file to the Governance Support Officer once the complaint has been finalised and closed.	Once the compliment/complaint has been finalised and closed	Complaint Manager
<input type="checkbox"/>	Move the temporary file on RecFind to the Governance Support Officer.	On receiving the file back	Governance Support Officer
<input type="checkbox"/>	Enter the relevant details into columns N - O of the Feedback Register 2018	On receiving the file back	Governance Support Officer
<input type="checkbox"/>	Move all finalised complaints received in the 'Feedback Inbox' to the <i>Feedback Archive 2018 folder</i> . 	On receiving the file back	Governance Support Officer
<input type="checkbox"/>	Provide a copy of the formal complaint and any relevant documentation to SafeWork SA Human Resources so it can be placed on the staff member's Personnel File.	On receiving the file back	Governance Support Officer
<input type="checkbox"/>	Collect RecFind file SAFE18/0111 PT1 from the locked cupboard in the Policy and Governance Team.	On receiving the file back	Governance Support Officer
<input type="checkbox"/>	Remove the documentation within the temporary RecFind file and place it into the original file for SAFE18/0111 PT1 under the appropriate divider for 'Complaints'.	On receiving the file back	Governance Support Officer
<input type="checkbox"/>	Print two separate labels – one for the document number and one for the client's surname. Stick the labels onto the appropriate divider within the file.	On receiving the file back	Governance Support Officer
<input type="checkbox"/>	Link the document number to file no. SAFE18/0111 PT1 on RecFind and record the new file number on the Feedback Register 2018.	On receiving the file back	Governance Support Officer
<input type="checkbox"/>	Keep the temporary file on your desk to use for the next complaint.	On receiving the file back	Governance Support Officer
<input type="checkbox"/>	Return the RecFind file to the locked cupboard located in the Policy and Governance Team.	On completion of the steps above	Governance Support Officer