

Industrial Registry

Complaints Management System Procedure

Version 1.1 | Date Effective: 18 January 2024

1. Purpose

This procedure outlines the responsibilities and internal processes to ensure consistency in the management of complaints made to the Industrial Registry.

2. Overview

A written or verbal complaint may be made by, or on behalf of, a person who has been directly affected by the service or action of the Industrial Registry and/or an officer of the Industrial Registry. Complaints may also be made anonymously. Complaints within scope are an opportunity to identify concerns and take action to improve service delivery.

This procedure is to be read in conjunction with the following documents:

- the Complaints Management System Policy; and
- the Complaints Management System Framework.

Complaints that are within scope are assessed and resolved in a timely manner. Complainants may also request an internal review if they are not satisfied with the outcome of their complaint and/or the way in which their complaint was dealt. Subsequently, a complainant may also request an external review by an external review body.

All complaints will be managed in accordance with this procedure. Furthermore, any conduct deemed to be unreasonable will also be managed in accordance with this procedure.

The management of human rights complaints are also outlined in these procedures.

3. Roles and Responsibilities

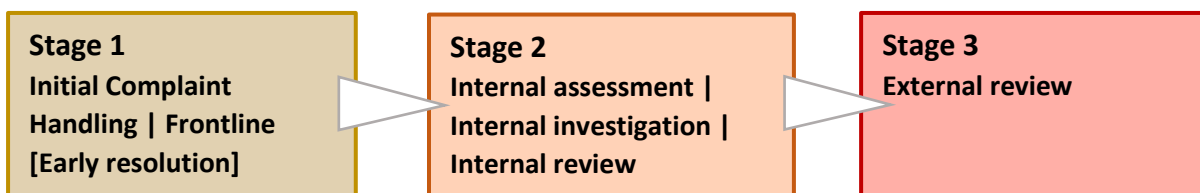
The roles and responsibilities of the various parties involved in all steps of the complaints process are outlined below.

Role	Responsibilities
Complainant	<ul style="list-style-type: none">• Always cooperate in a respectful way and understand that unreasonable conduct will not be tolerated.• Provide a clear idea of the problem subject of the complaint and outline the desired resolution.• Provide all relevant information when the complaint is made and/or when further information is requested.• Understand the complaints process and that some decisions may be final or overturned.• Understand that complex complaints can take time to assess, manage and resolve.• Update the Industrial Registry should circumstances change and the complaint is no longer being pursued.• If dissatisfied with the outcome, request an internal review within 20 business days of receiving the outcome.

<p>All Registry Staff – Receiving Officers</p>	<ul style="list-style-type: none"> • Have a working knowledge of the complaints management system policy, procedure and framework to ensure complaints are appropriately managed. • Provide practical support in directing a potential complainant to the website for further information regarding the Complaints Management System and how to make a complaint. • Assess the complaint to determine if the complaint is within scope; frivolous or vexatious; or is a human right complaint. • Manage unreasonable conduct appropriately. • Attempt to resolve complaints promptly. • Refer standard or complex complaints for further assessment or investigation. • Advise the complainant that they can seek an internal review within 20 business days if they are dissatisfied with the outcome or the way in which the complaint was managed. • Ensure records are kept in the relevant recordkeeping system (register). • Consider complaints management as part of strategic planning and risk management procedures. • Participate in complaint system management training as and when required.
<p>Complaints Coordinator [Client Service Manager/ Senior Registry Officer – Corporate Services)</p>	<p><i>In addition to the above responsibilities of all Registry Staff:</i></p> <ul style="list-style-type: none"> • Coordinate the management of a complaint through the complaints process. • Conduct an internal assessment of the complaint should a complaint be referred by a Receiving Officer. • Ensure the complaint is within scope. • Seeks to resolve standard and complex complaints. • May refer a complex complaint for further investigation. • Conducts regular monitoring, review and reporting on the complaints management process.
<p>Internal Investigation Officer [Senior Registry Officer – Research and Communication/ Deputy Industrial Registrar]</p>	<p><i>In addition to the above responsibilities of all Registry Staff:</i></p> <ul style="list-style-type: none"> • Has appropriate authority and expertise to investigate the complaint. • Finds and evaluates facts to determine whether a complaint has merit. • Seeks to resolve more complex complaints.
<p>Internal Review Officer [Industrial Registrar/ Deputy Industrial Registrar]</p>	<ul style="list-style-type: none"> • On request of the complainant for an internal review, conducts a merit review of the overall complaints process and outcome, ensuring compliance with policy and procedural requirements. • Has a broad discretion to overturn previous decisions made by a Receiving Officer, the Complaints Coordinator, or the Internal Investigation Officer • Conducts audits of relevant recording keeping processes • Publishes annual complaints data on the website by 30 September.

4. Process

The Industrial Registry's complaints model in the management of complaints complies with the *Australian Standard – Guidelines for complaint management in organizations (AS 10002:2022)* ('Australian Standard').



4.1 **Stage 1 – Initial Complaint Handling - Frontline (early resolution)** [Receiving Officer] – for simple and standard complaints

Receive, assist, acknowledge and record

- The complainant lodges a complaint with the Industrial Registry, be it verbally or in writing.
- A complainant may raise issues that cover multiple agencies or the same complaint may be lodged with multiple agencies at the same time e.g. an email that has been sent or carbon copied to several agencies. Agencies should communicate with each other ensuring that a complainant receives a clear and coordinated response, consistent with the Privacy Principles of the *Information Privacy Act 2009*. Note: If the complaint does not fall within the jurisdiction of the Industrial Registry, then a response (including the contact details for the responsible agency) should be sent to the complainant to advise them of this.
- The Receiving Officer determines if the issue lodged is a complaint (within scope):
 - It **is** a complaint if the complainant has been dissatisfied with the service or action of the Industrial Registry and/or an officer of the Industrial Registry, if the complainant is directly affected by the service or action, and an outcome is sought;
 - It **is not** a complaint if it falls outside of the scope, such as if it is in relation to:
 - general requests and suggestions, for example, request for information, improvement suggestions, provision of feedback;
 - falls outside of the jurisdiction of the Industrial Registry;
 - a decision or order made in a proceeding by a Member of the Industrial Court of Queensland (Court), the Queensland Industrial Relations Commission (Commission) or the Industrial Registrar;
 - breaches of privacy
 - right to information applications
 - staff grievances
 - public interest disclosures
 - corrupt behaviour
 - Members or Associates of the Court and Commission
 - another public sector entity
 - recording and/or transcription services
 - conduct of legal representatives
- If it is determined that the issue is a complaint (within scope), the Receiving Officer must record the complaint in the internal complaints register and allocate a complaint a reference number.

- If it is determined that the issue is not a complaint, it will be dealt with as standard correspondence.
- The Receiving Officer must provide acknowledgement to the complainant of the complaint being received, either in writing or verbally, notifying of the following:
 - Complaints Reference Number (CRN);
 - the proposed timeframe for a response/decision;
 - information about the complaints management process and where to obtain assistance, if required.
- The Receiving Officer must consider if any health, safety, wellbeing or resourcing issues are raised by the complaint or the complainant's conduct. Any concerns must be escalated to a supervisor or manager to determine the appropriate action to take.

Assess, resolve or refer

- Wherever possible, complaints should be assessed and resolved at the point of receipt. Once it is determined that the complaint falls within the scope and jurisdiction of the Industrial Registry, the Receiving Officer should assess the complaint and determine the best way to resolve it by:
 - identifying each complaint issue;
 - identifying the relevant standard, for example, the relevant policy, procedure, guideline or legislation;
 - seek out further information and documentation if required.
- The Receiving Officer should consider if the complaint is frivolous or vexatious:
 - If the complaint is not frivolous or vexatious, proceed to assess and resolve the complaint;
 - If the complaint is frivolous or vexatious, the complainant is advised, in writing, that the complaint will not be examined. The outcome of "Rejected" is to be recorded in the complaints register and the complaint is closed; or
 - If the Receiving Officer is unsure if the complaint is frivolous or vexatious, the complaint is referred to the Complaints Coordinator and the complainant advised accordingly.
- The Receiving Officer must decide if the complaint engages or limits human rights as outlined in Part 2 of the *Human Rights Act 2019* (Qld). See section 7 for more information. If so, the complaint should be referred to the Complaints Coordinator/Investigation Officer.
- If the Receiving Officer suspects that a complaint involves corrupt conduct, they must notify the [Crime and Corruption Commission Queensland](#).
- The Receiving Officer should contact the complainant:
 - should further information or clarification be required, including any desired outcome;
 - to provide further information about the complaints process, if required, such as applicable timeframes (see section 5) or remind the complainant of their responsibilities;
 - to keep the complainant informed of any changes or issues which may impact the resolution of the complaint.
- Should the Receiving Officer determine that the complaint goes beyond a simple complaint, it should be referred to the Complaints Coordinator for further assessment or

to the Investigations Officer for further investigation. The complainant should be advised accordingly, in writing.

- Procedural fairness must be afforded to a person who may be the subject of a complaint, as well as the complainant. The Receiving Officer should have no personal interest in the matter to be decided, have no bias as to the outcome and act in good faith throughout the process. Care should be taken to exclude perceived bias from the process.

Outcome – Respond and report

- Listed below are the general outcomes of a complaint:

Sustained	The complaint is finalised and verified as being a legitimate complaint and the complaint is resolved.
Partly sustained	the complaint is about two or more issues and is finalised, but only part or one of the issues has been verified and resolved.
Unsustained	the complaint has been finalised and the complaint has not been verified.
Rejected	the complaint is determined to be outside of the scope of the Complaints Management System and/or the complaint is deemed vexatious, abusive, trivial, unreasonable, misleading or the complainant refuses to cooperate.
Withdrawn	the complainant advises that they no longer wish to proceed with the complaint.

- The complainant is to be advised of the outcome of the complaint in writing, ensuring to include:
 - a clear explanation of the final decision with meaningful and accurate reasons why the decision was made, referring to relevant policies and procedures;
 - if the outcome is that the complaint is either sustained or party sustained, the complainant should be informed of the proposed resolution (e.g. process review and change, training provided etc); and
 - any review options available to the complainant, including internal and external review. The complainant must be advised that they have 20 business days from the receipt of the outcome to seek an internal review.
- The Receiving Officer must ensure appropriate records are kept (via the register) regarding the outcome and information provided to the complainant.

Close the complaint – Learning and improvement

- Once an outcome is determined (and any subsequent resolution is finalised), the complaint is closed, and the register is updated accordingly.
- Any recommendations made from the outcome decision are communicated to the appropriate Registry Officer/unit of the Industrial Registry for implementation and monitoring for the purpose of learning and improvement.

4.2 **Stage 2 – Internal assessment/Internal investigation/Internal review** [Complaints Coordinator/Internal Investigation Officer/Internal Review Officer] – for standard and complex complaints

4.2.1 **Internal assessment/Internal investigation**

Assess, investigate and resolve

- A Receiving Officer may refer a complaint for further assessment or investigation if the Receiving Officer:
 - is unsure if the complaint is within scope;
 - is unsure if the complaint is frivolous or vexatious;
 - the Receiving Officer determines that the complaint goes beyond a simple complaint;
 - the Receiving Officer must decide if the complaint engages or limits human rights as outlined in Part 2 of the *Human Rights Act 2019* (Qld).
- Should a complaint be referred for internal assessment and/or investigation, the complainant should be advised accordingly (preferably in writing, notifying of any available assistance and any relevant time frames), and the register updated.
- The Complaints Coordinator should contact the complainant:
 - should further information or clarification be required, including any desired outcome;
 - to provide further information about the complaints process, if required, such as applicable timeframes (see section 5) or remind the complainant of their responsibilities;
 - to keep the complainant informed of any changes or issues which may impact the resolution of the complaint.
- The Complaints Coordinator conducts an assessment of the standard or complex complaint. If further investigation into the facts of the complaint is required, it may be referred to the Internal Investigation Officer.
- The level of formality of the investigation should be proportionate to the nature of the complaint.
- The Internal Investigation Officer will find and evaluate the facts of the complaint through, for example:
 - clarifying the details provided by the complainant;
 - identifying the actions already taken to resolve the issue;
 - gathering and analysing information from file notes, correspondence and other sources;
 - reviewing documentation submitted by the complainant, previous administrative decisions/actions and any previous complaints about the same issue.
- Procedural fairness must be afforded to a Registry Officer who is the subject of the internal review, as well as the complainant. The Complaints Coordinator or the Internal Investigations Officer should have no personal interest in the matter to be decided, have no bias as to the outcome and act in good faith throughout the process. Care should be taken to exclude perceived bias from the process.

Outcome – Respond and record

- General outcomes of an assessment or investigation are: sustained, partly sustained, unsustainable or rejected.
- In all instances, the complainant is to be advised of the outcome of the complaint in writing, ensuring to include:
 - a clear explanation of the final decision;
 - if the outcome is that the complaint is either sustained or partly sustained, the complainant should be informed of the proposed resolution (e.g. process review and change, training provided etc); and
 - any review options available to the complainant, including internal and external review.

Close the complaint

- Once an outcome is determined (and any subsequent resolution is finalised), the complaint is closed and the register is updated accordingly.
- Any recommendations made from the outcome decision are communicated to the appropriate Registry Officer/unit of the Industrial Registry for implementation and monitoring.

4.2.2 *Internal review* [Internal Review Officer]

Receive request

- If the complainant is dissatisfied with the outcome of their complaint and/or the way in which the complaint was managed by the Receiving Officer, the Complaints Coordinator or the Internal Investigation Officer, the complainant may request an internal review. This may be done in writing, over the phone, or via the *Request for Internal Review Form*. If the review request is received by phone, the complainant should be asked to confirm the information taken before the review commences.
- The request must also explain why an internal review is appropriate (e.g. why the outcome decision was unreasonable, or the complaint handling process was unfair or deficient) and what action the complainant would like taken to resolve the issue. If insufficient information is provided, the internal review request may be denied.
- This request should be submitted within 20 days of receiving the outcome. However, requests submitted after the 20 days may be given consideration on a case-by-case basis provided there is a reasonable explanation for the delay and/or the Internal Review Officer believes the issue may be effectively resolved despite the delay. If the explanation for the delay is insufficient, the internal review request may be denied.
- The internal review process does not apply to those complaints deemed to be outside of the scope.
- The Internal Review Officer must not have been involved in the management of the original complaint.
- The Internal Review Officer must be in a position equal to, or higher than, the original decision maker and are authorised to make an internal review decision.

- The complaint must not have already been subject to the internal review process.
- If the complainant is seeking clarification or explanation about the original decision or process, the complainant should be referred to the original decision maker, being the Receiving Officer, Complaints Coordinator or the Internal Investigation Officer.
- The Internal Review Officer must advise the complainant that the request has been received, preferably in writing.
- The Internal Review Officer will review the request to ensure sufficient information has been provided.
 - The Internal Review Officer should contact the complainant if additional information is required, or if clarification is required, or to provide the complainant with further information regarding the internal review process.
 - If the complainant does not provide sufficient information regarding the request, or if the complainant does not cooperate, the internal review does not need to proceed, and the request is finalised.
 - If the request is frivolous or vexatious, the Internal Review Officer will advise the complainant that the internal review will not be conducted, and the request is finalised.
 - Any decision not to proceed with an internal review request must be recorded in the complaints register.
 - If the complainant's request raises new issues/information that was not contained within the original complaint, the complainant should be advised to lodge a new complaint.
- The Internal Review Officer should consider if any health, safety or resourcing issues are raised by the request or the conduct of the complainant.

Review and resolve

- The Internal Review Officer analyses the original complaint to determine if the complaints management process and/or the outcome reached was appropriate, considering:
 - the information provided within the request *at the time*;
 - material considered as part of managing the original complaint *at the time*; and
 - other information provided by relevant parties, such as the Receiving Officer, the Complaints Coordinator or the Internal Investigation Officer.
- Depending on the complexity of the request, the internal review should be completed within 20 business days of receipt of the request.
- The Internal Review Officer is to keep the complainant informed of any changes or updates that may impact the resolution of the internal review.
- Procedural fairness must be afforded to a Registry Officer who is the subject of the internal review, as well as the complainant. The Internal Review Officer should have no personal interest in the matter to be decided, have no bias as to the outcome and act in good faith throughout the process. Care should be taken to exclude perceived bias from the process.

Outcome

- The outcome or resolution of the review may include (but is not limited to) the following options:
 - a finding that the original decision was appropriate, and the complaint does not warrant further investigation;
 - a finding that the original decision was unreasonable and should be amended without further investigation;
 - a reopening of the original complaint;
 - providing the complainant with a clearer explanation of the original decision;
 - recommend that a policy, procedure or practice be revised/amended; and/or
 - offering an apology, or some other remedy.
- The Internal Review Officer is to prepare an Internal Review Outcome Report and record the outcome in the register.
- The Internal Review Officer must advise the complainant in writing about the outcome of the internal review process, making sure to include:
 - a clear explanation of the decision;
 - any recommendations made; and
 - the external review mechanisms available to the complainant, including the details of external review bodies.
- The Internal Review Officer must inform the original Receiving Officer, the Complaints Coordinator or the Internal Investigation Officer of the outcome of the review also.
- The Internal Review Officer is to update the register regarding the information provided to the complainant and the Receiving Officer, the Complaints Coordinator or the Internal Investigation Officer.

Close the complaint

- The Internal Review Officer will close the review and update the register regarding any further activities that need to occur.
- If further action was recommended, the Internal Review Officer is responsible for implementing and monitoring the recommended action or referring the action to the appropriate unit or Registry Officer for attention.

4.3 Stage 3 – External review [External bodies]

- If an internal review is completed, and the complainant remains dissatisfied, they can seek an external review.
- The external review is conducted by an agency independent of the Industrial Registry who will investigate the handling of a complaint or deals with complaints that were previously the subject of a complaint to the Industrial Registry.
- An external review will only occur after the complainant has progressed through the Industrial Registry's complaints management process in the first instance and exhausted any other internal right of review.
- Most external review requests will be within the [Queensland Ombudsman's](#) jurisdiction.

- Other external review options, depending on the nature of the complaint, include:
 - [Queensland Human Rights Commission](#) – for complaints about human rights;
 - [Office of the Information Commissioner Queensland](#) – for complaints about a breach of privacy
 - Other complaint-handling organisations can be found on the Queensland Ombudsman's website - [Other complaint-handling organisations](#)
- If an external review body requests further information from the Industrial Registry to enable an external review to be conducted, the Receiving Officer, Complaints Coordinator, Internal Investigation Officer or Internal Review Officer must record the request in the register and provide the information in a timely manner.

5. Timeframes

Subject to the nature and complexity of the complaint, the relevant officer should aim to resolve the issue within the following timeframes:

- simple complaint – preferably within three business days of the receipt of the complaint;
- standard or complex complaints requiring further referral, assessment or investigation – within 30 business days of the receipt of the complaint;
- internal review – within 20 business days of the date of the request (depending upon complexity);
- complaints involving human rights issues – within 45 business days.

6. Managing unreasonable conduct

Managing complainant expectations from the beginning of the complaint process and clear and regular communication with the complainant about the status of their matter is essential when dealing with all complaints. This includes:

- treating all complainants fairly and respectfully;
- providing complainants with clear advice about what the Industrial Registry can and cannot do in relation to their complaint;
- testing and managing complainant expectations throughout the process, including correcting misunderstandings as they arise and redefining unreasonable expectations when they are identified; and
- not labelling the complainant's themselves, instead focussing on the observable conduct.

In line with the responsibilities outlined in section 3, complainants are expected to:

- always cooperate in a respectful way and understand that unreasonable conduct will not be tolerated;
- understand that the Industrial Registry may terminate contact if conduct is unreasonable, but the complaint may still be dealt with, unless it is frivolous or vexatious.

Conduct is unreasonable if it involves actions or behaviours, which because of the nature or frequency, raises substantial health, safety, wellbeing, resource or equity issues for the Industrial Registry, Registry staff, or the complainant themselves. These behaviours include:

- making excessive contact via phone, written correspondence, or unscheduled attendance in person;
- refusing to accept the outcome of a complaint;
- lodging a new complaint that is the same as a finalised complaint previously made;

- demanding a different outcome or additional reviews beyond what is provided for in the policy;
- seeking that their complaint is prioritised;
- lodging the same complaint through multiple Receiving Officers;
- withholding information or providing incomplete or inaccurate information;
- deliberately providing overwhelming volumes of information;
- being obstructive, unhelpful, argumentative, irrational, aggressive, manipulative, abusive or violent;
- alleging a conspiracy or plot;
- making vexatious complaints or complaints that are unrealistic, illogical or baseless;
- being threatening – to themselves or others;
- lying or acting in a misleading or deceptive manner.

The process for managing unreasonable conduct does not apply to complaints determined to be out of scope.

The process also does not apply if a complainants conduct creates an immediate unacceptable risk of harm to a person or property. If these circumstances arise, the Registry Officer should:

- immediately bring the matter to the attention of a supervisor or manager;
- suspend contact with the complainant;
- tell the complainant to vacate the premises;
- if necessary, refer the matter to the Queensland Police Service.

The following process can be applied to unreasonable conduct that arises during the complaint managed by the Receiving Officer, the Complaints Coordinator, the Internal Investigations Officer or the Internal Review Officer.

The appropriate Officer will:

- actively monitor the complainants conduct through the process;
- assess the conduct on a case-by-case basis to decide whether the conduct is unreasonable in the circumstances, for example if the nature or frequency of the conduct raises substantial health, safety, wellbeing, resource or equity issues for the Registry, staff of the Registry, other service users or the complainant themselves;
- explain why (preferably in writing) the conduct is unreasonable in the circumstances, remind the complainant to cooperate respectfully and not act unreasonably; and ask the complainant to comply and warn them that ongoing unreasonable conduct may result in termination of contact;
- update the register accordingly.

Furthermore, strategies used to manage unreasonable complainant conduct may include:

- limiting a complainant to a sole contact point;
- limiting how and when a complainant may contact the Industrial Registry;
- develop a "no further communication" list, for example, once the complainant has exhausted all avenues of review (internal and external) and remains dissatisfied.

If the conduct remains unreasonable, and the conduct is so unreasonable that continued engagement is unproductive or impacting on the health, safety and/or wellbeing of staff, the complaint may be terminated. Termination is a last-resort option and will be determined by the Industrial Registrar who will inform the complainant (in writing) of the following:

- that the complaint or internal review has been terminated and no further communication will be entered into about the matter;
- the grounds for the termination; and
- any alternative options available to the complainant (such as an external review).

If the conduct is no longer unreasonable, the complaint may be managed and resolved in the usual way.

Support will be offered to any staff exposed to unreasonable complainant conduct. Staff can also use the services of the Employee Assistance Provider.

7. Human Rights Complaints

Officers are required to identify and consider all human rights when assessing, investigating and responding to complaints.

Section 58 of the *Human Rights Act 2019* addresses the conduct of public entities (including the Industrial Registry), outlining that it is unlawful for a public entity:

- to act or make a decision in a way that is not compatible with human rights; or
- in making a decision, to fail to give proper consideration to a human right relevant to the decision.

If a complainant believes the Industrial Registry, or staff member of the Industrial Registry, has breached their human rights, they must state that in their complaint. The Industrial Registry then has 45 business days to respond to the complaint, taking into consideration the human rights outlined in Part 2 of the *Human Rights Act 2019*.

When a complaint relates to conduct affecting a human right and the complainant either does not receive a response (within 45 business days) or considers the response inadequate, a written complaint can be made to the [Queensland Human Rights Commission](#). In exceptional circumstances, the Queensland Human Rights Commission may accept a complaint before the 45 business days has elapsed.

8. Record keeping, learning, training and external reporting

Record keeping

A complaints register must be maintained by the Complaints Coordinator. The register must contain the following information:

- the name and contact details of the complainant (if not anonymous);
- the date of receipt of the complaint;
- the type of complaint, issues raised and outcome sought (including details of potential human rights breaches);
- any additional support required by the complainant;
- the name of the relevant officer/s managing the complaint;
- the time taken to resolve the complaint;
- the name of the decision maker;
- the outcome of the complaint (including any further action recommended or required, if applicable).

The register and associated documentation should be kept confidential, secure, and only accessed by those Officers involved in the receiving, assessment, investigation or review of the complaint.

The retention and disposal of records associated with the receipt, management and resolution of complaints within the scope of the Complaints Management System Policy and the Complaints Management System Procedure must be in accordance with the Queensland Government's *General Retention and Disposal Schedule* (at items 1072, 1073 and 1074).

Learning and training

Complaints provide valuable information that may assist in learning and improving operations.

The Industrial Registry will ensure that officers involved in the complaints management process will have access to appropriate training on complaint management procedures relevant to their role, including dealing with complainants who may be experiencing vulnerability, as well as being culturally aware.

External reporting

Section 264(3) of the *Public Sector Act 2022* requires the Industrial Registry report information annually on the number of complaints:

- received in the year;
- resulting in further action; or
- resulting in no further action.

This information will be published on the website.

9. Definitions, references and relating documents

9.1 For the purpose of this policy, the following definitions apply:

Term	Definition
Agency	Refers to a public sector entity as per s 9 of the <i>Public Sector Act 2022</i> .
Anonymous complaint	A complaint received from a complainant who does not wish to be identified.
Complainant	A person who lodges a complaint with the Industrial Registry.
Complaint	A complaint about the service or action of a public sector entity, or its staff, by a person who is apparently directly affected by the service or action ¹ .
Complaint Coordinator	An officer of the Industrial Registry who has the responsibility for the assessment and management of the complaint (including record keeping/recording of the complaint).
Complaints Management System	Consists of all policies, procedures, frameworks, practices, systems, staff and resources used to manage complaints.
Complex complaint	A complaint that has multiple issues and may be deemed serious in nature, warranting further assessment and investigation.
Days	Any mention of days refers to business days.
External Review	A process conducted by an external review body such as the Queensland Ombudsman or the Queensland Human Rights Commission.
Frivolous complaint	One that is trivial or meritless in nature and does not justify the resources that would be required to action it.

¹ Section 264 of the *Public Sector Act 2022*

Term	Definition
Industrial Registrar	The Industrial Registrar: <ul style="list-style-type: none"> • administers the Industrial Registry; • has the functions conferred under the <i>Industrial Relations Act 2016</i> or another Act; and • has the power to do all things necessary or convenient to be done to perform the function.²
Internal Assessment	Further assessment of a standard or complex complaint.
Internal Investigation	A process to find and evaluate the facts of the complaint.
Internal Investigation Officer	An officer of the Industrial Registry who has the responsibility to investigate more complex complaints.
Internal Review	A merits review of the internal assessment and investigation of complaint based on the information and facts available at the time.
Internal Review Officer	An officer of the Industrial Registry who manages the review of an internal assessment and investigation at the request of a complainant.
Procedural fairness	Providing any party who may be affected by a complaint with a fair hearing and a reasonable opportunity to respond to any claims made. Also known as natural justice.
Proceedings	In the context of this policy, proceedings means a hearing or conciliation conference held in accordance with the <i>Industrial Relations Act 2016</i> or another Act which is conducted by the Court, Commission or the Industrial Registrar.
Receiving Officer	A frontline officer of the Industrial Registry who receives a complaint.
Register	An internal tool used to capture and record complaints data including details of the complaint, the outcome, and any reviews undertaken.
Simple complaint	A complaint that can be resolved on the frontline (early resolution).
Standard complaint	A complaint that may have a single issue or concern that may be resolved on the frontline or after further assessment.
Unreasonable complaint conduct	Conduct is likely to be unreasonable where it involves actions or behaviours which because of the nature or frequency, raises substantial health, safety, wellbeing, resource or equity issues, including unrelenting contact (e.g. excessive and unnecessary phone calls or emails), demanding conduct, unreasonable behaviour, or lack of cooperation.
Vexatious complaint	A complaint intended to harass, annoy, delay or cause detriment.
Vulnerability	A state of being especially susceptible to detriment due to circumstances including disability, age, literacy levels, gender, trauma, stress and location (rural/remote and/or homeless).

9.2 References and related legislation, policies and procedures

- Complaints Management System Procedure
- Complaints Management System Framework
- [Queensland Public Service Customer Complaint Management Guideline](#)
- [Queensland Public Service Customer Complaint Management Framework](#)
- [Australian Standard – Guidelines for complaint management in organizations \(AS 10002:2022\)](#)
- [Public Sector Act 2022](#)
- [Human Rights Act 2019](#)
- [Complaints management - Queensland Ombudsman](#)
- [Policy and procedure guide - Queensland Ombudsman](#)
- [Public service Code of Conduct | For government | Queensland Government](#)
- [Public Interest Disclosure Policy and Procedure | Queensland Industrial Relations Commission](#)

² Section 513 of the *Industrial Relations Act 2016*

10. Contact

For further information, please contact the Industrial Registry:

By phone: 1300 592 987

By email: qirc.registry@qirc.qld.gov.au

By post: Industrial Registrar, Queensland Industrial Registry
GPO Box 373, Brisbane QLD 4001

In person: Level 21, Central Plaza 2
66 Eagle Street (Cnr Elizabeth and Creek Streets), Brisbane QLD 4000

Internet: www.qirc.qld.gov.au

Personal information is handled in accordance with the *Information Privacy Act 2009*. Information regarding our privacy policy is available on the website - [Privacy | Queensland Industrial Relations Commission](#).

Further assistance:

The [Translating and Interpreting Service \(TIS National\)](#) is available for complainants who are unable to speak or write in English. They are available on phone **131 450**.

The [National Relay Service](#) is available for complainants with hearing or vision impairments. Contact details are as follows:

NRS Chat:nrschat.nrscall.gov.au

SMS Relay:.....0423 677 767

Voice Relay1300 555 727

TTY (Speak/Type and Read)133 677

TTY (Type and Listen)1800 555 677

11. Version Control

Version	Amendments	Approved	Date
1.1	Nil	B. Paris, Deputy Industrial Registrar.	18 January 2024