

Complaints against Energy and Water Ombudsman Queensland

Policy purpose

The purpose of the policy is to provide a complainant with access to an open and responsive complaints process and to manage complaints in a consistent, systematic and responsive manner.

Scope

This policy applies to all permanent and temporary full-time, part-time employees and contractors of Energy and Water Ombudsman Queensland (EWOQ).

This policy applies to all complaints made against EWOQ, whether by phone, in person, by email or other written form of communication, made directly or indirectly, explicitly or implicitly. It also applies to Complaints received from the Queensland Ombudsman by referral.

Policy statement

EWOQ is committed to maintaining an effective complaints management process. EWOQ takes all complaints about our services seriously. Feedback and complaints provide us with an opportunity to improve the way we provide our services.

We will:

- manage complaints in a professional manner and ensure complaints are registered, investigated and responded to in a timely manner
- encourage and support team members to improve their skills in complaint management
- reduce the likelihood of complaints developing into ongoing disputes by addressing root causes of issues promptly.

All complainants can expect the following from EWOQ:

- Responsiveness and accountability
- Confidentiality
- Honesty
- Visibility and transparency
- Accessibility
- Ensuring no detriment to complainant
- Objectivity and fairness
- Equity
- Employees who are polite, willing to listen and courteous

The EWO will ensure that the rights of complainants and EWOQ employees are upheld throughout the complaints management process.

Complaints against EWOQ will be reported yearly in each EWOQ's annual report.

Definitions

Complaint	<p>includes any complaint about the service or action of EWOQ, or its staff, by a person who is apparently directly affected by the service or action, including:</p> <ul style="list-style-type: none"> (i) a decision made, or a failure to make a decision, by a public service employee of EWOQ; (ii) an act, or failure to act, of EWOQ; (iii) the formulation of a proposal or intention by EWOQ; (iv) the making of a recommendation by EWOQ; (v) the customer service provided by a public service employee of EWOQ, <p>(a Complaint).¹</p>
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Legislative links

- [Public Service Act 2008](#)
- [Public Records Act 2002](#)
- [Public Sector Ethics Act 1994](#)
- [Right to Information Act 2009](#)
- [Information Privacy Act 2009](#)
- [Crime and Corruption Act 2001](#)
- [Energy and Water Ombudsman Act 2006](#)
- [Human Rights Act 2019](#)

Associated documents

- [Code of Conduct for the Queensland Public Service](#)
- [Ethics in the Queensland Public Sector](#)
- [AS 10002:2022 Guidelines for complaint management in organizations \(ISO 10002:2018, NEQ\).](#)
- [PR_OM_020 Complaints against EWOQ Procedure.pdf](#) “

¹ This definition is derived from section 219A of the *Public Service Act 2008* (Qld)

Document control

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1.1	New template and reference to AS10002:2022 & Human Rights Act included.	Jeremy Inglis	01/11/2022