

Q-COMP Complaints Policy

Complaints Management System

Key Words: complaints, praise, issues management

Background

Q-COMP recognises the importance of accurate recording and successful management of complaints from stakeholders and interested parties in the Queensland workers compensation scheme. Q-COMP also recognises the importance of facilitating and disseminating expressions of satisfaction/praise received regarding stakeholders in the scheme.

Associated Material

Complaints Management Procedure QCP438
International and Australian Standards for complaints management –
AS ISO 10002-2006
OPSC Directive 13/06 Complaints Management Systems
Queensland Ombudsman Effective Complaints Management Self Audit Checklist
Queensland Ombudsman Effective Complaints Management Fact Sheets

Policy

The Q-COMP Complaints Management System aims to provide an avenue for stakeholders and interested parties in the Queensland workers' compensation scheme to express their satisfaction or dissatisfaction in relation to any aspect of the scheme over which Q-COMP has jurisdiction as the Regulatory Authority (including Q-COMP itself).

Stakeholders within the workers compensation scheme and other interested parties are encouraged to contact Q-COMP to provide positive or negative feedback, regarding Q-COMP itself, the workers' compensation scheme, or other matters relevant to Q-COMP in its capacity as a Regulatory Authority.

The majority of complaints received by Q-COMP relate to other organisations in the workers' compensation scheme.

Key Elements

- Definitions
- Commitment
- Accessibility
- Fairness
- Responsiveness

Definitions

The term **issue** is used by Q-COMP in recognition of the potential for Q-COMP to receive both positive and negative feedback from stakeholders. In order to ensure that Q-COMP staff are able to differentiate between an enquiry, a complaint and praise the following definitions have been developed:

“The term “enquiry” refers to a request for information. This is not a complaint and is not recorded on the database”

“The term “complaint” is a generic term referring to the expression of dissatisfaction, orally or in writing, about the service or actions of Q-COMP or a stakeholder, that an individual wants recorded”

“The term “praise” refers to an expression of satisfaction that an individual wants recorded”

These definitions are crucial in assisting staff to determine what action is to be taken in relation to a particular issue.

Commitment

All feedback – both positive and negative – is an opportunity to improve our service to customers and providers. While Q-COMP must operate within the workers' compensation legislation, we support the right of our customers and providers to have their complaints heard and actioned.

Q-COMP is committed to the effective management of complaints about both Q-COMP and external parties who are regulated by Q-COMP. The provision of positive and negative feedback is welcomed by all Q-COMP staff, regardless of their designation, and is viewed as a measure of the performance of Q-COMP and the stakeholders it regulates.

As evidence of this commitment to effective complaints management, Q-COMP undertakes to provide training to all new and existing staff in the procedures for registration and actioning of complaints. Q-COMP's commitment is also demonstrated through the presence of Complaints Management Coordinator (Executive Manager Customer Service Group) whose role is to ensure the efficient registration and actioning of complaints. The Coordinator will monitor the actions undertaken to resolve complaints and identify successful and unsuccessful complaint resolution actions.

Q-COMP undertakes to review and update the Complaints Management Policy and procedure every two years. The Complaints Management Coordinator will be responsible for this review.

Accessibility

Q-COMP is committed to accepting and resolving complaints and to registering and disseminating positive feedback (praise). Stakeholders within the workers' compensation scheme and other interested parties are encouraged to contact

Q-COMP to provide positive or negative feedback, regarding Q-COMP itself, the workers' compensation scheme, or other matters relevant to Q-COMP in its capacity as a regulatory authority. Q-COMP will accept complaints from a representative of the complainant only if the complainant's contact details are provided to Q-COMP by the representative.

Q-COMP provides easily accessible information regarding its complaints management practice on its website.

Fairness

The Q-COMP Complaints Management System recognises the importance of fair treatment of both complainants and individuals or organisations against which complaints are made (respondents). To this end, Q-COMP recognises the complainant's right to be informed of the criteria and processes, including the avenues for external review, applied by Q-COMP.

Responsiveness

Q-COMP undertakes to meet the response timetable outlined in the Q-COMP Complaints Handling Procedure in order to ensure the earliest possible resolution to complaints. Q-COMP may refer management of complaints regarding parties external to Q-COMP to the respondent organisation.

This will occur only if the organisation is able to satisfy Q-COMP that complaints management and investigation can be undertaken within that organisation at a level equivalent to, or above that which could be provided by Q-COMP and that Q-COMP will be provided with details of the resolution in writing. Timeframes for responses to stakeholders will be determined on a case-by-case basis.

Complaints Registration and Management

In relation to complaints Q-COMP undertakes to:

- Accurately record the details of the individual raising the complaint and those of the involved stakeholder (if these two differ)
- Accurately record the details of the complaint
- Take prompt action to address complaints regarding Q-COMP and its' regulatory activities
- Encourage parties raising complaints with Q-COMP relating to third parties in the scheme (external to Q-COMP), to address their complaint directly to the person or organisation involved in order to encourage direct resolution between the parties
- Take prompt action to attempt to manage and resolve the complaints of stakeholders, if evidence is available that direct contact between the parties involved has been unable to achieve a resolution

- Use data collected during the complaint management process to monitor the performance of stakeholders within the scheme and to make improvements to the scheme
- Provide a quarterly report to the Q-COMP Leadership Team and Q-COMP Board on Complaint Issues
- Adhere to the reporting and auditing requirements of the peak Queensland administrative complaints management body, the Queensland Ombudsman

In relation to expressions of satisfaction (praise) Q-COMP undertakes to:

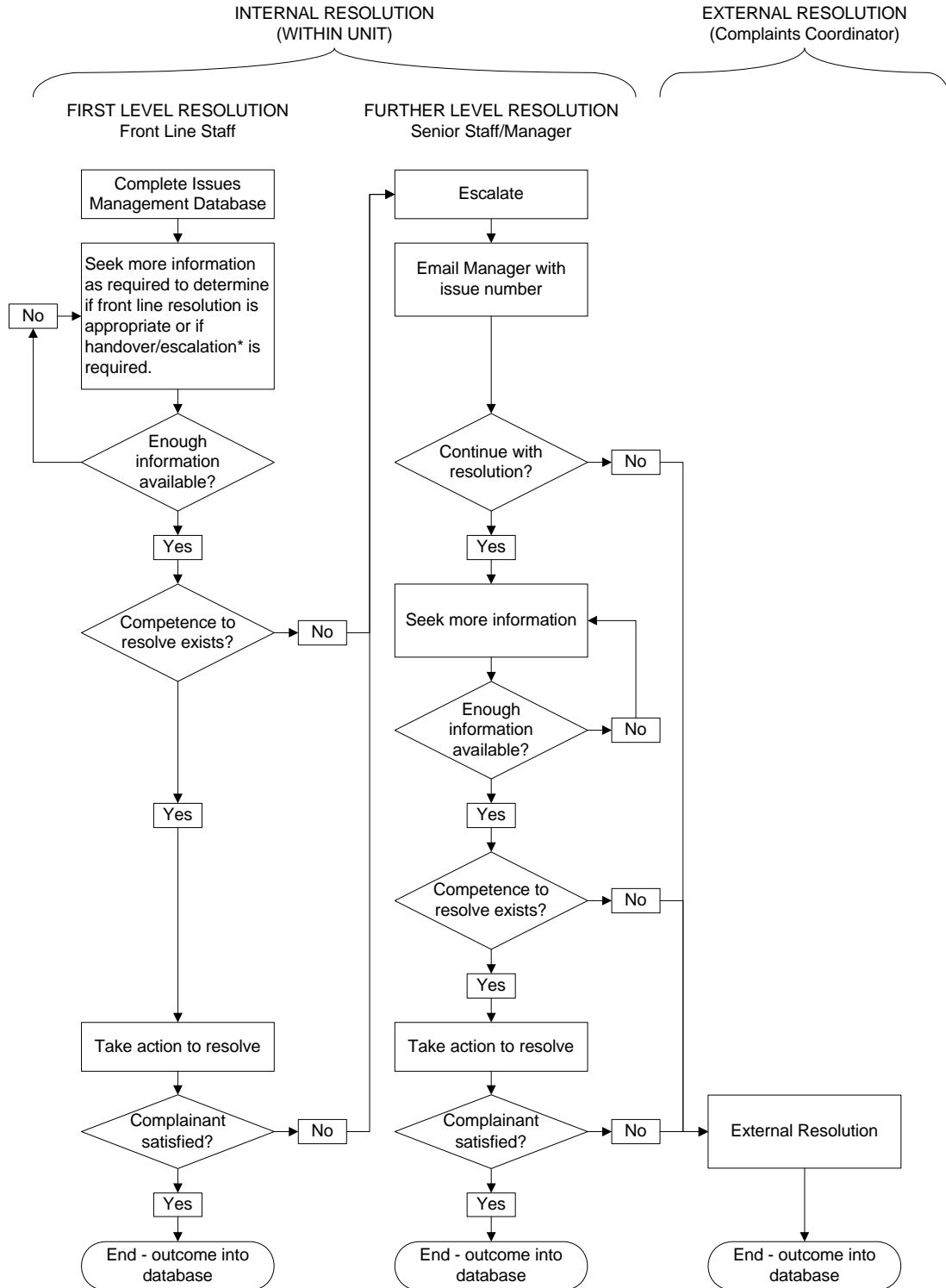
- Accurately record the details of the individual providing praise and those of the involved stakeholder (if these two differ)
- Accurately record the details of the praise
- Contact the party about whom positive feedback has been received to acknowledge this
- Use data collected during the feedback process to monitor the performance of stakeholders within the scheme and to make improvements to the scheme

Flow Charts

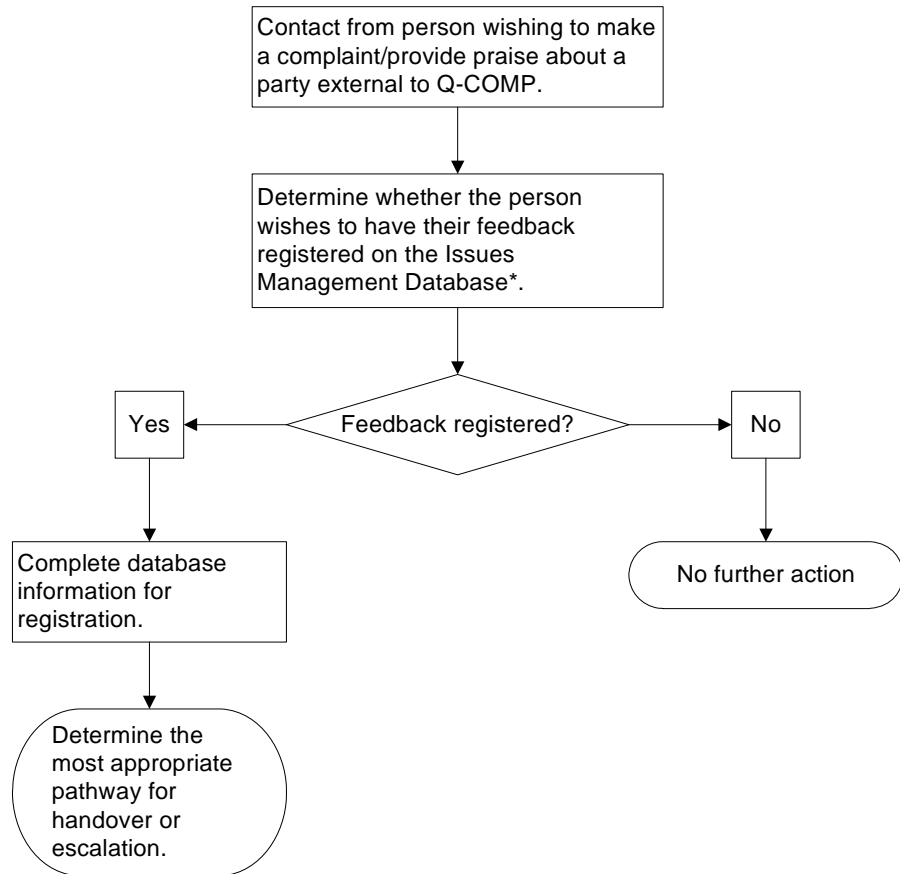
The following flow charts support:

1. complaints about Q-COMP itself
2. complaints about others in the workers compensation scheme such as WorkCover or a self-insured employer

1. Complaints about Q-COMP



2. Complaints about other stakeholders in the workers' compensation scheme, such as WorkCover or a self-insured employer



*Refer to relevant Work Practice

Policy Owner: Executive Manager, Customer Service Group

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