

# Industrial Registry Complaints Management System Framework

## Principles

People Focused

Accessibility and  
transparency

Responsiveness

Impartiality  
and fairness

Accountability

Improvement  
and prevention

## Objectives

To provide a complainant with access to a fair, accountable, transparent and responsive complaints management process regarding the Industrial Registry

To manage complaints in a consistent, systematic, responsive and timely manner

To enhance the ability to monitor trends, eliminate causes of complaints and improve operational effectiveness through the identification of improvement opportunities

To provide staff with the necessary tools and support to improve skills in the management of complaints

To reduce the likelihood of complaints developing into ongoing disputes

## What is a complaint?

A complaint may be made by a person, 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 about:

- a decision made, or a failure to make a decision, by an officer of the Industrial Registry;
- an act, or failure to act, by the Industrial Registry;
- the formulation of a proposal or intention by the Industrial Registry;
- the making of a recommendation of the Industrial Registry; or
- the customer service provided by the Industry Registry or an officer of the Industrial Registry.

## What is not a complaint?

The following are examples of what falls outside the scope of a complaint:

- about a Member or Associate of the Court or Commission;
- a decision made in a proceeding by a Member of the Court, Commission or the Industrial Registrar;
- breaches of privacy, right to information applications and public interest disclosures;
- involving corrupt behaviour;
- about another public sector entity or organisation;
- about recording and/or transcription services;
- or any matter outside the direct responsibility of the Industrial Registry.

## How to make a complaint

Complaints may be made in person, over the phone, or in writing by the complainant or another authorised person on behalf of the complainant. Complaints may also be made anonymously.

For more information go to [www.qirc.qld.gov.au](http://www.qirc.qld.gov.au) or phone 1300 592 987

## The Complaints Model

### Stage 1

Initial Complaint Handling | Frontline  
[Early resolution]

Frontline handling and resolution of complaints. Simple complaints may be able to be resolved directly with the complainant.

### Stage 2

Internal assessment | Internal investigation  
| Internal review

Standard or complex complaints may be referred for further assessment and/or investigation. A complainant who is dissatisfied with the outcome or management of a complaint may request an internal review.

### Stage 3

External review

If an internal review is conducted and the complainant remains dissatisfied, they may seek an external review from an external review body.

## Complaint types

### Service

- *Such as the timeliness or quality of the service provided*

### Behaviour/conduct

- *Involving the behaviour or conduct of an officer of the Industrial Registry*

### Administrative decision

- *Regarding a decision/recommendation made or failed to be made by an officer of the Industrial Registry in relation to the provision of a service*

### Process

- *The process (policy or procedure) followed in the provision of a service*

## Complainant's rights and responsibilities

The Industrial Registry acknowledges that the complainant has a right to be treated equitably and fairly with respect and courtesy and be informed of the conduct that is expected of them. In turn, the responsibilities of the complainant include:

- cooperating in a respectful way and understand that unreasonable conduct will not be tolerated;
- providing a clear idea of the problem subject of the complaint and outline the desired resolution;
- providing all relevant information when the complaint is made;
- understanding the complaints process and that some decisions may be final or overturned;
- understanding that complex complaints can take time to assess, manage and resolve;
- updating the Industrial Registry should circumstances change and the complaint is no longer being pursued; and
- if dissatisfied with the outcome, requesting an internal review within 20 days.

Unreasonable conduct includes unreasonable persistence, demands, vexatious complaints, lack of cooperation, providing misleading or untrue information and unreasonable behaviour (including abusive or argumentative behaviour). The Industrial Registry will not tolerate any form of violent or aggressive behaviour towards staff.

### Resources:

- [Complaints Management System Policy 2023](#)
- [Complaints Management System Procedure 2023](#)