

## Complaints Management Policy

### 1. PURPOSE

Brisbane Festival ('the Festival') is committed to responding to complaints which assist us to improve our services and deliver better outcomes. This policy outlines the principles and procedures that will be used by the Festival in managing complaints in line with the Public Sector Ethics Act 1994.

### 2. SCOPE

The Complaints Management Policy and Procedure applies to complaints received in relation to all aspects of the Festival, including its management, delivery staff, and volunteers.

### 3. POLICY STATEMENT

The Festival aims to resolve complaints with as little formality and disputation as possible, and will use mediation, negotiation and informal resolution where appropriate.

In line with the Human Rights Act 2019, the Festival acknowledges the importance of respecting, protecting and promoting human rights. When making a decision under this policy, the decision-makers must give proper consideration to human rights and comply with the Festival's obligations under this Act.

For complainants who are hearing impaired or have difficulties communicating in English, the Festival will provide access to an interpreter service.

The Festival will handle all complaints fairly and with due regard to natural justice and the rights of the subject of a complaint. If a complaint is made about a person, the person will be provided with the details of the complaint and will be given the opportunity to make a statement of reply. All people involved in the complaint process have the right to be supported by an appropriate third party.

When a complaint is lodged that may be considered to be frivolous, vexatious or trivial, the complaint will be referred to the Head of Business Administration. If the Head of

Business Administration determines the complaint to be frivolous, vexatious or trivial, no further action is required.

### 4. DEFINITIONS

The following definitions apply to this document:

**Complaint:** an expression of dissatisfaction made to the Festival orally or in writing, about its products, services, actions of the Festival's staff or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

**Complainant:** the person, organisation or its representative making a complaint i.e., the person or organisation aggrieved about a matter.

**Feedback:** an opinion, comment or expression of interest in the products or the complaints-handling process itself.

**Key Complaint Management Staff:** the staff within the Festival's staff who are responsible for managing the complaints process.

### 5. GUIDING PRINCIPLES

#### Visibility

Provide clear information about how to make a complaint and how complaints are managed.

#### Accessibility

Publish the Festival's Customer Complaints Management Policy and Procedure on the Festival's website and make hard copies available to the public on request.

Provide reasonable assistance to Complainants in making complaints and providing feedback including by answering enquiries about this policy, how to submit a complaint or, where appropriate, recording the details of a complaint to be submitted on behalf of the complainant.

#### Responsiveness and accountability

Record, track, acknowledge and process

complaints in a timely manner, in accordance with this document.

Advise the complainant about the process, timeframes, their likely involvement, the possible modes of redress to the complaint, and any other necessary information.

Report our actions, investigations, analysis, and decisions relating to complaints in the Festival's Customer Complaints Register.

## **Objectivity**

Manage complaints objectively and deal with them fairly, respectfully, consistently and in accordance with the principles of natural justice and without actual or perceived conflicting interests.

Take all reasonable steps to ensure that a complainant is not adversely affected.

Protect the rights of officers where they are the subject of a complaint.

Do not further investigate a complaint found to be abusive, trivial, or vexatious.

## **Confidentiality**

Deal with complaints confidentially to the extent possible and in accordance with the [Information Privacy Act 2009](#).

## **Privacy**

Personally identifiable information about individuals will only be disclosed or used in compliance with the Information Privacy Act 2009.

Privacy and confidentiality are to be observed throughout the complaints process.

## **Stakeholder- focused approach**

Recognise and respect everybody's right to provide feedback.

Address feedback and complaints in a timely manner and without charge.

Involve the complainant in the process as far as is practicable and appropriate.

Provide the complainant a range of internal and external review options should they be unsatisfied with the resolution.

## **Continual improvement**

Use feedback and complaints as an essential tool for continuous improvement.

Provide feedback and complaints to relevant areas of the Festival to inform continuous improvement of the Festival's services and systems.

Ensure Festival staff are adequately trained in the Complaints Management Policy and Procedure and that key complaints management staff receive disability and cultural awareness training.

## **6. STAFF AWARENESS**

All Festival staff have access to this document and are made aware of its requirements during their induction. Front of House staff will receive complaints management training. Volunteers will be trained to refer complainants to Front of House staff.

## **7. DATA COLLECTION AND EVALUATION**

Information relating to complaints is accessible only by staff who are required to use the information.

The Festival will monitor and identify complaint trends after each Festival, providing feedback to relevant areas of the organisation where potential improvements may be made to relevant areas or systems.

This policy will be reviewed every two years and at other times if any significant new information or legislative or organisational change warrants a change to ensure that it remains effective and appropriate for performance improvement.

## **8. HOW TO MAKE A COMPLAINT OR PROVIDE FEEDBACK**

Complaints and feedback may be made orally or in writing; however, complainants are encouraged to submit their complaint online. Complaints may be made via the following methods:

- online via the Festival's website feedback form
- in writing to Brisbane Festival, PO Box

384, FORTITUDE VALLEY QLD 4006

- via email to [reception@brisbanefestival.com.au](mailto:reception@brisbanefestival.com.au) or any Brisbane Festival email address
- over the phone on 07 3833 5400
- via social media
- in person during the Festival to a staff member at any of the Festival's Information Desks, or to a front of house

team member (excluding volunteers)

Complainants wishing to make a complaint in person are advised that, depending on the nature or complexity of the complaint, a resolution may not be immediately available and may require follow up by the appropriate staff member or supervisor. Complainants may also be directed to submit their complaint in writing, or via the Festival's website feedback form.

Effective date: 7 August 2022