

Complaint management policy

The Board is committed to responding to any and all feedback received by any party, whether the general public or a PHE.

This policy sets out the steps to be followed should a complaint be received. Who investigates the complaint and who responds to the complainant will depend on what the complaint is about. If the complaint is about the Board, the Chairman will be notified and the Chairman and the EO will investigate, with the Chairman responding to the complainant. If the complaint is about the Chairman then the remaining Commissioners will be notified and the remaining Commissioners and the EO will investigate, with one of the remaining Commissioners responding to the complainant.

When a complaint is received

When a complaint is first received, it will be acknowledged within three business days by return letter or email (depending on the format the complaint was received in).

Initial complaint review

An initial review of the complaint received will be conducted. Many complaints can and will be resolved simply by contacting relevant parties or organisations for clarification on circumstances.

Initial complaint outcome

After the initial review and investigation, the complainant will be provided with a decision on the outcome and be invited to respond.

Should the initial complaint outcome be satisfactory for the complainant, no further investigation or communication will be entered into. A brief summary of the date of the complaint, investigators and date of response will be updated to the Board's Compliance Register.

Further investigation

Should the complainant respond and not be satisfied with the outcome, the complainant will be invited to provide any additional details if they feel a further investigation is warranted.

A further investigation will be conducted and a final outcome, including any recommendations, will be provided to the complainant.

Final outcome and recommendations

Should the complainant still not be satisfied with the final outcome they will be invited to continue liaisons with the Chairman or Commissioner until a resolution can be reached. Should a resolution not be able to be reached, the complainant will be advised to contact the Ombudsman SA. The Board will in turn, provide all details of the complaint, investigations, outcomes and recommendations to the Ombudsman SA for their review and advice.

A brief summary of the date of the complaint, investigators and date of further investigation response will be updated to the Board's Compliance Register.