

Feedback and Complaints Policy



Coroners Court
of Victoria

Document status	DRAFT	FOR APPROVAL	IN REVIEW	APPROVED
Responsible Executive	CEO			
Business Area Owner	Corporate Services Manager			
Distribution	All Court staff and Coroners			
Policy approved by	CEO			
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Next review date	27 August 2020			
Reference documents	Coroners Act 2008 * Privacy and Data Protection Act 2014 * Judicial Commission of Victoria 2016 * Victorian Ombudsman, Good Practice Guide to Handling Complaints, Report and Guide, September 2016 * Magistrates' Court of Victoria, Complaints Policy, 2018 * Victorian Civil & Administrative Tribunal (VCAT), Complaints Policy, September 2017 * The International Framework for Court Excellence, March 2013 * Victorian Public Service Code of Conduct			
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Preamble

The Coroners Court of Victoria (CCOV) is committed to enabling the community to provide feedback on its services and processes. CCOV understands the impact coronial investigations may have on family and friends who have lost a loved one. We value your feedback and use it to continually improve our services and the experiences of people who come into contact with CCOV.

Purpose

The purpose of the CCOV Feedback and Complaints Policy (Policy) is to provide a framework for how feedback, compliments and complaints are handled by CCOV.

This policy aims to:

- ensure court users and stakeholders can easily access an effective process where complaints about CCOV's services, administrative staff or facilities are investigated and resolved in a fair, impartial and timely manner
- ensure that CCOV consistently captures and records client feedback incorporating complaints, suggestions and opinions, as part of ongoing business review and improvement
- prevent complaints escalating by handling them effectively.



Scope

Types of feedback and complaints that the Policy covers includes:

- conduct of all CCOV employees;
- CCOV facilities and publication of information;
- all administration activities.

This policy applies to all staff and third party contractors carrying our services on the CCOV's behalf.

Legal Framework

CCOV is established under the Coroners Act 2008 and has responsibilities for responding to complaints made by the public and other stakeholders.

Feedback, compliments and complaints usually include personal information about the complainant or their family, the subject of the complaint and in some instances, third parties. The content of all complaints is kept confidential. CCOV receives, records and manages complaints in accordance with the Privacy and Data Protection Act 2014.

This Policy does not replace or affect decisions or findings of the Court that are subject to legal appeal, under the Coroners Act 2008 or other legislation.

Feedback channels

A person can provide feedback or complaint to CCOV in a number of ways.

Mail: Feedback and Complaints Officer, Coroners Court, 65 Kavanagh Street, Southbank VIC 3006

Telephone: 1300 309 519

Email: ccovfeedback@courts.vic.gov.au

In person: Coroners Court of Victoria, 65 Kavanagh Street, Southbank VIC 3006

Internet: <https://www.coronerscourt.vic.gov.au/contact-us/feedback-complaints-and-compliments>



Policy

1. All feedback and complaints will be handled impartially, fairly, confidentially and in a timely manner.
2. All feedback and complaints will be investigated by an appropriately authorised, qualified and impartial person.
3. Where possible we will attempt to resolve a verbal complaint on the spot, at the time the complaint arises.
4. Where immediate resolution is not possible, or where the matter is complex, a person wishing to make a complaint is requested to put their complaint in writing.
5. People who require help to submit feedback or a complaint should contact the CCOV Feedback and Complaints Officer for assistance.
6. The Feedback and Complaints Officer is attached to the Office of the CEO.
7. The Feedback and Complaints Officer will liaise with the appropriate senior manager to investigate, record and respond to the complainant.
8. We will acknowledge receipt of a complaint within three working days.
9. Where possible we will resolve complaints within 20 working days receipt of the complaint.
10. We will ensure:
 - a. Staff are appropriately trained and skilled to provide high quality court services and information and advice to clients;
 - b. Staff are aware of, understand and adhere to the CCOV Feedback and Complaints Policy;
 - c. Clients have easy access to information about how to provide feedback or submit a complaint;
 - d. Accurate, confidential records of complaints are maintained and reported as required by this policy to the CEO;
 - e. Where a complaint discloses a procedural problem or process that requires review, where possible, the appropriate corrective action is taken to rectify the problem; and
 - f. Where a complaint relates to a member of staff, the person investigating the complaint must ensure that any investigation is impartial, balanced and that the confidentiality of both complainant and staff member is safeguarded. The investigating officer must also ensure they comply with all Court Services Victoria human resource policies during the investigation.