# Feedback and Complaints Policy



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Document status** | **DRAFT** | **FOR APPROVAL** | **IN REVIEW** | **APPROVED** |
| **Responsible Executive** | CEO | | | |
| **Business Area Owner** | Principal Registrar | | | |
| **Distribution** | All Court staff and Coroners | | | |
| **Policy approved by** | CEO | | | |
| **Date approved** | 27 August 2018 | | | |
| **Review frequency** | Annually | | | |
| **Late date reviewed** | 23 August 2021 | | | |
| **Next review date** | 23 August 2023 | | | |
| **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 | | | |
| **TRIM ID** | CD/19/10573 | | | |

## 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, and other stakeholders. 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 clients 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; and
* prevent complaints escalating by handling them effectively.

1

**TRIM ID: CD/19/10573** [**www.coronerscourt.vic.gov.au**](http://www.coronerscourt.vic.gov.au/)

# Feedback and Complaints Policy



## Scope

Types of feedback and complaints that the Policy covers includes:

* conduct of all Court employees;
* Court 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.

## Complaints about the conduct of a coroner

This policydoes not cover complaints in relation to the conduct of a coroner. Complaints about the conduct or capacity of a coroner should be referred to the Judicial Commission as per section 7(1) of the *Judicial Commission of Victoria Act 2016*.

## Complaints about a decision of a coroner

CCOV cannot address concerns about a decision or finding made by a coroner. Such concerns can only be determined by a formal appeal process or, under section 77, reopening an investigation. Legal advice should be sought in relation to the appeal or reopening process. A person can institute an appeal under Part 7 of the *Coroners Act 2008*.

## 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](mailto: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>

2

**TRIM ID: CD/19/10573** [**www.coronerscourt.vic.gov.au**](http://www.coronerscourt.vic.gov.au/)

# Feedback and Complaints Policy

## 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 either the Feedback and Complaints officer, or the manager or Director of the business unit from where the complaint arose.
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 role is held by the Principal Registrar who reports to the CEO.
7. The Feedback and Complaints Officer will liaise with the appropriate senior manager or Director to investigate, record and respond to the complainant.
8. If the complaint is about the behaviour or actions of a staff member that appear to be a breach of the courts’ values and behaviours, there may be consideration to having the investigation managed by an impartial third party.
9. We will acknowledge receipt of a complaint within three working days.
10. Where possible, we will resolve complaints within 20 working days receipt of the complaint.
11. We will ensure:
    1. Staff are appropriately trained and skilled to provide high quality court services and information and advice to stakeholders;
    2. Staff are aware of, understand and adhere to the CCOV Feedback and Complaints Policy.
    3. Clients have easy access to information about how to provide feedback or submit a complaint.
    4. Accurate, confidential records of complaints are maintained and reported as required by the FCO.
    5. 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
    6. 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 confidentially 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. The investigation may be managed by a third party, so the complainant is assured of impartiality.

3

**TRIM ID: CD/19/10573** [**www.coronerscourt.vic.gov.au**](http://www.coronerscourt.vic.gov.au/)