

**Complaint Handling in Australian Airports—Self Audit**

<i>Sub-element</i>	<i>Indicator</i>	<i>Current practice</i>	<i>Suggested improvements</i>	<i>Timeframe</i>
<b>Visibility</b>				
Passengers understand their right to compliment or complain	Passengers are made aware of their right to compliment, or complain about, the actions of government officials			
	Passengers are able to identify what agency they are dealing with			
	Passengers are able to identify locations/officers to whom they can make a complaint			
	Brochures/Pamphlets/Posters on the agency's complaint-handling system are available at customer service points			
	Information about how and where to complain is well publicised to passengers, agency staff and other interested parties. (Please detail the methods by which the agency publicises its complaint handling system)			

**Accessibility**

The agency removes barriers to making a complaint	There is no cost associated with making a complaint			
	Information about how and where to make a complaint is easy to use			
	Complaints telephone numbers, such as hotlines and toll-free services are well publicised, especially within airports			
	Complainants may send written complaints using a reply-paid mail address			
	Information about where and how to complain is available to any individual, regardless of where the individual is located			
	Information about where and how to make a complaint is publicised in a variety of media			
	Passengers may make a complaint in a number of different forms. (Please list the methods in which a passenger may make a complaint)			



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	Your agency provides information about how and where to make a complaint in languages other than English and this information is accessible within the airport			
	Your agency liaises with special needs groups in the community to inform them of arrangements to accommodate their needs			
The agency provides information about how and where to make a complaint in a number of locations	Your agency makes information about where and how to make a complaint available at customer service contact points in airports			
	Information about how and where to make a complaint is available on the agency's website			
	Your agency's website has a designated complaints and compliments section with a link from the home page			



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Passengers are provided with information about the process for handling complaints	Information about the process for handling complaints is available to passengers within airports			
	Information about the process for handling complaints is available to any individual, regardless of where the individual is located			
	Complaint-handling procedures are as simple as possible for passengers to understand and use			
	Complainants are advised of the likely timeframes for the resolution of their complaints			
	Complainants can contact the agency at any time to check the progress of their complaint			



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<p>Agency staff can assist passengers to make a complaint</p>	<p>Complaint-handling staff within the airport can simply explain the following information:</p> <ul style="list-style-type: none"> <li>• how a complaint will be dealt with</li> <li>• the matters that will be dealt with in relation to a complaint</li> <li>• any restrictions on the matters that will be dealt with</li> <li>• the expected time needed for each process to be carried out</li> </ul>			
	<p>Complaint-handling staff within the airport have been formally trained in complaint handling</p>			
	<p>Complaint-handling staff can assist a passenger to prepare a written complaint if the passenger needs such assistance</p>			



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	Information about how and where passengers can make a complaint is available to all staff (Please detail the information available to staff members e.g. policies, guidelines, on-line training packages, etc)			
<b>Interactivity</b>				
The agency forwards complaints to the correct agency	Staff understand the limit of the agency’s jurisdiction and that of other ‘overlapping’ agencies			
	Your agency has procedures to refer complaints to other agencies where it is more appropriate			
	Your procedures include formal arrangements for referral of complaints (including an up-to-date list of agency contacts)			
	Where not initially provided, your complaint-handling procedures require staff to seek permission from the complainant to allow transfer of their complaint			



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	Your agency has procedures for interagency management of the referral system (eg liaison officers to ensure the smooth running of referral system and to resolve difficulties)			
Agencies work together to resolve complaints	Agencies have printed material, available to the public, explaining the different roles of the agencies and how to lodge a complaint with each agency			
	Agencies have procedures for joint investigations of complaints where such investigation is warranted			
	Agencies meet regularly to discuss complaint trends and identify and resolve systemic issues that cross agency boundaries			



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<b>Systemic Complaint Reduction</b>				
Effective complaints management systems collect specific data and identify recurring or system-wide problems	The agency has a system to collect agency-wide complaints data (including divisional and regional complaints data)			
	The complaints data is collected in sufficient detail to facilitate comparisons with previous periods and identify system-wide or recurring complaints			
	Your complaints manager or co-ordinator compiles reports for senior management based on analysis of the data, which include recommendations for: <ul style="list-style-type: none"> <li>• complaint reduction strategies</li> <li>• improvements to business processes</li> </ul>			
Complaints information is used to improve business practices and increase organisational	Complaints reports and recommendations are considered on a regular basis by senior management			



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effectiveness	Senior management uses the complaints report information and recommendations to target problem areas and improve policy and procedures as necessary			
	Senior management reports on how business improvements have been made as a result of complaints information in your agency's annual report or other widely accessible publication			
	Information about your agency's complaints management system is included in internal publications to raise awareness of roles in complaints handling process and how complaints contribute to service improvement			



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<b>Review of Internal systems</b>				
Regular review of the complaints management system ensures it is operating efficiently and effectively and is responsive to changing circumstances and needs	Your agency conducts regular reviews, or has a schedule of forthcoming reviews, to determine how its complaints management system is working			
	Your review process includes an audit of either a sample of complaints files or files covering a specific period to identify problems in the complaints system and confirm the accuracy of reports on the system provided to senior management			
	Your review evaluates complaints policy, procedure and guidelines			
	The review evaluates the adequacy of the system			
	Your review seeks the views of staff, customers and complainants			



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	A timetable is developed for implementation of recommendations developed from your system review			
	You report the results of your review to staff and customers to demonstrate your commitment to continuous improvement			
Safeguards can be built in to ensure quality in your complaints management system	Your agency has a suitably independent and qualified person or committee to monitor the effectiveness of your system and recommend changes to it			
	Your agency monitors complaints staff to ensure they are efficient and effective in gathering and analysing complaints information and identifying defective administration			
	Your agency monitors complaints outcomes to ensure they are fair and in the best interests of complainants and your agency			