

Customer, Stakeholder and Community Complaints Management Policy

Version 1.0 June 2025

01 Policy statement and purpose

GIICA recognises the importance and value of listening to all types of feedback and that effective complaints management provides an opportunity to improve our services and processes.

GIICA is committed to ensuring all customer, stakeholder and community complaints are managed in a transparent and timely manner, matters raised are responded to effectively, and complainants are treated with respect.

This policy sets the principles and arrangements for managing customer complaints, as required under the *Public Sector Act 2022*, and for managing stakeholder and community complaints as per

02 Scope

The policy applies to all GIICA Board Directors and employees for general complaints and GIICA Board Directors, employees and contractors for venue-specific complaints during construction.

03 Complaint definition

For the purposes of this policy, customer complaint means a complaint about the service or action of a public sector entity, or its staff, by a person who is apparently directly affected by the service of action¹.

1. Section 264(4), *Public Sector Act 2022*

Examples of complaints include a complaint about:

- the customer service provided
- a GIICA decision, or failure to make a decision
- an act, or failure to act
- the formulation of a proposal or intention
- the making of a recommendation.

The following are not classified as a customer, stakeholder or community complaint:

- questions, enquiries and requests for information or action
- comments made on social media
- feedback obtained during public consultation processes
- feedback about matters outside the direct responsibility of GIICA (i.e. Queensland Government policies)
- complaints which are subject to legal proceedings or are primarily contractual disputes
- complaints in relation to a Public Interest Disclosure under the Public Interest Disclosure Act 2010 (Qld)
- complaints about an employee's conduct.

If the complaint received does not meet the criteria for action under this policy, it must be actioned either as standard correspondence or as per the relevant complaints process.

04 Principles

The principles guiding GIICA's approach to complaints management reflect the Australian Standard – Guidelines for complaint management in organisations (AS 10002:2022):

- Customer focused – People should be able to make a complaint via a clear and accessible complaint management system, with complainants respected and responses addressing all issues raised.
- Timely and fair – Complaint handling processes are clear, impartial and confidential, with timely acknowledgements and responses.
- Clear communication – There are clear and communicated expectations and standards for all parties involved in a complaint.
- Accountable – GIICA's roles and responsibilities for complaint management are clear and publicly available.
- Improving services – Feedback supports improving existing, and informing new, quality services.

05 Policy

05.1 Receipt of complaint

The following avenues are available for the receipt of a complaint:

- Email governance@giica.au
- Website giica.au
- Phone 1800 021 023 (9am – 5pm, Monday to Friday)

Complaints will not be accepted through GIICA’s social media channels.

Complaints received by GIICA employees through their work email or phone number are to be immediately forwarded to governance@giica.au to be managed in accordance with this policy.

Once received, the complaint will be assessed using the Complaints Triage Checklist to determine its appropriate treatment, either under this policy or another GIICA policy or procedure.

05.2 Complaint investigation

If assessed as a complaint to be managed under this policy, an appropriate decision-maker will be determined by:

- General complaints – Head of Governance and Compliance
- Venue-specific complaints - General Manager, Stakeholder Engagement and Communications

The decision-maker must not be the person, or in the team, directly involved in the matter and must be of sufficient seniority to objectively review the issue and make a determination.

05.3 Reporting

GIICA is required to publish the following data annually, by 30 September:

- the number of complaints received for the financial year
- the number of customer complaints requiring further action.

Trend reporting and analysis of customer complaints is regularly provided to senior management and the Board.

05.4 Timeframes

GIICA is committed to building enduring relationships with our stakeholders and communities. GIICA aims to resolve complaints early.

Complaints will be resolved within the timeframes that apply to the following levels of complexity.

Complaint Type	Description	Timeframe
General Complaints		
Standard complaints	A single lower risk issue or concern – has minimal risk/detriment to the customer or GIICA	20 business days
Significant / complex complaints	Requires extensive investigation – medium or high level risk/detriment to the customer or GIICA	30+ business days
Privacy and human rights complaints	Complaint that an individual's privacy has been breached or a human right has been affected	45 business days
Venue-specific complaints during construction phase		
Phone complaint	Initial response to phone complaint	2 hours
	Substantiative response or update on progress to phone complaint	2 business days
Email complaint	Acknowledgement of email complaint	24 hours (during business hours)
	Substantiative response or update on progress to email complaint	5 business days
Email complaint – technical nature	Substantiative response or update on progress to email complaint of technical nature	Up to 10 business days

05.5 Review process if complainant not satisfied with the decision

When providing a complainant with advice on the outcome their complaint, information regarding their review rights is to be included. At a high level these are:

Step 1	Step 2
Internal Review (if complainant is not satisfied with GIICA's initial decision)	External Review (if complainant is not satisfied with the internal review decision)

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- Complainant to submit a request for internal review within 20 business days of decision
 - Review conducted by an equivalent or more senior level staff member
 - Outcome response to complainant within 20 business days
- Complainant can seek review of GIICA internal review outcome from either the Queensland Ombudsman or Office of the Information Commissioner (privacy breach complaints)
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06 Roles and responsibilities

Position	Responsibilities
Complainant	Clearly outline the issue or problem, including all relevant information and the outcome sought. Cooperate with GIICA employees and/or contractors in a timely, respectful and reasonable way. Understand that: • complex complaints can take time to assess, manage and resolve • some decisions cannot be overturned or changed using the customer complaint process • abusive, aggressive or disrespectful conduct will not be tolerated; and • GIICA will manage customer complaints under the steps set out in this policy.
Employees and/or contractors	Refer all complaints to governance@giica.au so they can be assessed and dealt with according to this policy. • Provide assistance to complainants to make their complaint (if required). • Treat all complainants with courtesy, compassion, respect, dignity and with equity, taking into account the complainant's needs.
Head of Governance and Compliance – General Complaints	• Receive, triage and coordinate all complaints received. • Oversee the investigation and resolution of corporate/general complaints. • Determine the decision-maker for corporate/general complaints. • Ensure the customer complaint is acknowledged within the required timeframe and relevant information provided to the complainant. • Ensure complaints are dealt with fairly, objectively and in a timely manner. • If required, make enquiries on behalf of a decision-maker and make recommendations for the decision-maker's consideration. • Review decision-maker outcomes to ensure the issue raised has been responded to and provide the decision to the complainant.

	• Ensure that the complaint, the outcome and any follow up actions are recorded in the appropriate records management system/register. • Regular internal trend reporting and annual online statistical reporting.
General Manager, Stakeholder Engagement and Communications	• Determine the decision-maker for venue-specific complaints.
Stakeholder Engagement and Communications Team – Venue-specific complaints	• Investigate and resolve venue-specific complaints. • Ensure the venue-specific complaint is acknowledged within the required timeframe and relevant information provided to the complainant. • Ensure complaints are dealt with fairly, objectively and in a timely manner. • If required, make enquiries on behalf of a decision-maker and make recommendations for the decision-maker's consideration. • Review decision-maker outcomes to ensure the issue raised has been responded to and provide the decision to the complainant. • Ensure that the complaint, the outcome and any follow up actions are recorded in the appropriate records management system/register and GIICA's customer relationship management system, Simply Stakeholders. • Provide internal trend reporting and annual statistical reporting to the Head of Corporate Governance.
Decision-maker	• Ensure complaints are dealt with fairly, objectively and in a timely manner. • Make a decision within the required timeframe. • Provide an outcome to the Head of Corporate Governance or, for venue-specific complaints, the General Manager, Stakeholder Engagement and Communications for review against the issue raised and provision to the complainant.

Privacy and confidentiality	Human rights
GIICA may receive personal or confidential information in the practice of complying with this policy. Receiving, handling and accessing personal	GIICA will act and make decisions under this policy that give proper consideration to, and are compatible

information disclosed while complying with this policy is subject to the GIICA's Privacy Policy.

with, relevant human rights in accordance with the *Human Rights Act 2019*.

07 Related documents

Legislation/Standards

- Brisbane Olympic and Paralympic Games Arrangements Act 2021 (Qld)
- Public Sector Act 2022 (Qld)
- Public Sector Ethics Act 1994 (Qld)
- Information Privacy Act 2009 (Qld)
- Human Rights Act 2019 (Qld)

Related Policies

- GIICA Complaints Against the CEO Policy
- GIICA Fraud and Corrupt Conduct Policy
- GIICA Human Rights Policy
- GIICA Public Interest Disclosure (Whistleblower) Policy
- GIICA Privacy Policy

Related Procedures

- GIICA Complaints Management Procedure
- GIICA Unreasonable Complainant Conduct Procedure

Related Guidelines

- GIICA Contractors Schedule of Requirements

Forms/supporting resources

- GIICA Complaints Triage Checklist

08 Further information

For any further advice, guidance or support with this Policy, please contact governance@giica.au