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School Infrastructure NSW

# Complaints Handling Management Plan

Kingscliff Public School

Version	Date of Review
1.0	16 February 2023

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# Document Purpose

This Complaints Handling Management Plan (CHMP) is developed to:

- Comply with consent condition D24 of SSD-8378620 approved under s4.38 of the Environmental Planning and Assessment Act, 1979 approved 15 February 2022.
- Establish a complaint handling management system that considers and manages stakeholder and community expectations for the ongoing operation of Kingscliff Public School.
- Provide a process for open and proactive management of community complaints and issues, particularly in relation to the management of traffic and parking.

This Complaints Handling Management Plan (CHMP) relates to the post construction phase.

## Plan review

The CHMP will be revised as necessary to address any changes in the complaints handling process for continuous improvement. This will be actioned in close consultation with the School Principal and School Infrastructure NSW (SINSW) Community Engagement Manager.

## Approval

The CHMP is reviewed and endorsed by the Senior Project Director from SINSW, in close consultation with Schools Operations and Performance. SINSW Community Engagement Senior Manager approved the CHMP before submitting to the Certifier and Planning Secretary for their information.

**Table 1: State Significant Development consent condition**

State Significant Developments D24
<ul style="list-style-type: none"><li>▪ Prior to the commencement of operation, the Applicant must submit a Complaints Handling Management Plan to the Certifier and a copy provided to the Planning Secretary for information. The Plan must include a complaint handling management system in relation to parking concerns raised by the surrounding community and include processes and actions for the school to address concerns raised.</li></ul>

## 1. Context

The NSW Department of Education is committed to delivering new and upgraded schools for communities across NSW. The delivery of these important projects is essential to the future learning needs of our students and supports growth in the local community.

Upon completion of all construction stages, the Kingscliff Public School upgrade will provide new permanent teaching spaces and core facilities to cater for growth in the area. For more information on the Kingscliff Public School project, visit the [project page](#) on the School Infrastructure NSW website.

The CHMP provides the community with a process for any complaints during the operational phase of the school redevelopment, particularly in relation to traffic and parking.

## **2. Complaints Handling Objectives**

Our commitment to customer service is underpinned by the Department of Education's values including fairness, respect, integrity, and responsibility.

This CHMP has been developed to achieve the following objectives:

- Manage community expectations and build trust by dealing with complaints in a timely and responsive manner.
- Promptly address and correct any misinformation in the public domain relating to the school operation.
- Leave a positive legacy within community.

### **3. Complaints Management Process**

#### **3.1. Complaints Management**

A key function of the Department of Education is to respond to and resolve the community's complaints about SINSW projects and ongoing operations, in a timely and responsive manner.

There will be times when the community raises questions or concerns directly or indirectly with the school staff.

The Department is committed to treating everyone fairly and respectfully during the complaint handling process.

The following guidelines are to be followed when resolving questions, concerns, and complaints:

- Clarity – When contacted by a member of the community, the Department of Education staff need to remain focussed on the facts relevant to the issue being raised.
- Courteous – Use pleasant and helpful tone with the community member and if rude or abusive language is used, the call may be terminated.
- Honesty – Remain truthful and factual. Collect evidence and maintain records.
- Be realistic – Be clear and realistic in dealing with the complaint. Set a realistic timeframe when committing to a community member to have the questions, concerns or an issue being resolved (refer to response times in Table 1).
- Stay informed – Read the Complaints Guide for Parents, Carers and Students on the Department of Education website.

#### **3.2 Registering a Complaint - Post Completion**

As part of the SSDA requirement, SINSW is required to register and deal with complaints regarding projects up to 12 months after completion. These complaints could be related to perceived unfinished work, traffic issues or unintended consequences that have occurred after the project is completed. These complaints may be received through a variety of channels including:

- Email [schoolinfrastructure@det.nsw.edu.au](mailto:schoolinfrastructure@det.nsw.edu.au) – staffed from Monday to Friday between 9am and 5pm
- Website - the complaints section via the [Department of Education website](#).
- Phone 1300 482 651 – staffed from Monday to Friday between 9am and 5pm
- Directly - in person to Community Engagement Manager, Project Director/Senior Project Director, Project Manager (during project delivery phase)
- Directly – in person to school staff (School Principal, Deputy Principal, administration and support staff and teachers) or the School Performance team (Director of Educational Leadership and Executive Director)
- Indirectly via the Transport for NSW, Tweed Shire Council or other third parties.

After 12 months from completion of the project delivery, complaints are managed via the school as part of School Operations processes and escalated accordingly to the escalation process (refer 3.5), if required.

#### **3.3 SINSW Complaint Response Timeframes**

When a complaint is received to Schools Infrastructure, it will be acknowledged within two working days and logged in the SINSW Customer Relationship Management system (CRM). It will then be actively managed, closed out and resolved within 2 to 10 business days, where practicable. Where complaints are unable to be resolved within this timeframe, the complainant will be provided with regular updates regarding the complaint resolution process until the matter is resolved.

**Table 1 – Complaint Response Timeframes**

Complaint	Acknowledgement times	Response times
Phone call during business hours	At time of call.	Complaint to be closed out within 10 days, where practicable. If not possible, continue contact, escalate internally as required, and provide the complainant with regular updates until resolved.
Phone call after hours*	Within two (2) hours of receiving message upon returning to office.	Complaint to be closed out within 10 days, where practicable. If not possible, continue contact, escalate internally as required, and provide the complainant with regular updates until resolved.
Email during business hours	At time of email (automatic response)	Complaint to be closed out within 10 days, where practicable. If not possible, continue contact, escalate internally as required, and provide the complainant with regular updates until resolved.
Email outside of business hours	At time of email (automatic response)	Complaint to be closed out within 10 days, where practicable. If not possible, continue contact, escalate internally as required, and provide the complainant with regular updates until resolved.

### 3.4 Complaint Escalation

If the stakeholder is not satisfied with the response to their complaint, and they approach SINSW or the school for rectification, the process will involve a secondary review of their complaint as per the outlined process.

Complaints will be escalated when:

- An activity generates three complaints within a 24-hour period from separate complainants.
- The school receives three different complaints within a 24-hour period.
- A single complainant reports three or more complaints within a three-day period.
- A complainant threatens to escalate their issue to the media or government representative.
- The complaint relates to a community or student/staff safety matter or
- The complaint relates to a property damage claim.

Complaints in these instances will be escalated to the SINSW Community Engagement Manager, as the designated complaints handling management representatives for the project. Based on the seriousness of the complaint, further escalation may be made to the SINSW Executive to mediate if required.

If a complaint still cannot be resolved to the satisfaction of the complainant, advice will be given to contact the NSW Ombudsman - <https://www.ombo.nsw.gov.au/complaints>.

### 3.5 Disputes involving compensation and rectification

Where disputes involve compensation or rectification, the process for resolving community complaints will be followed to investigate the dispute. Depending upon the results of the investigation, the Department of Education may seek legal advice before proceeding.

### 4.0 Conclusion

The Department welcomes the opportunity to engage with the community on the delivery of these state significant developments and the systems developed will provide an accountable and efficient system for the community to report issues that arise during and after the works are completed.