

# Integrity Reform Taskforce

## Complaints Management Reform

20 September 2022

TRIM: XX



## The core recommendation and policy intent

*'Consideration be given to the establishment of a technologically-enabled clearinghouse'*

### **However, Coaldrake highlighted concerns of:**

- Widespread confusion about how integrity bodies fit together and the limits of their respective jurisdictions.
- Complaints being passed from one agency or integrity body to another and consequent timeliness issues.
- Tracking and visibility for both a user and operator's perspective.
- The policies, directives and reporting obligations enlivened when a complaint is lodged.

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Coaldrake's recommendation is to establish a complaints clearinghouse that will be the first point of contact for complainants and will assess and refer complaints to the appropriate body. He is recommending that there is a central reporting portal that will be accessible to entities and complainants to help with visibility and reduce administrative burden.

Coupled with Coaldrake's recommendation, the Fitzgerald inquiry into the CCC was released last week which supports the Clearinghouse as it would reduce the incidence of complaints being rebuffed as "out of jurisdiction" effectively allowing the CCC to be left to focus on more serious matters and encouraging agencies to manage the less serious ones.

Whilst Coaldrake provided a recommendation, he also commented in his narrative on other matters such as

its role in assessing and referring matters, based on the nature of the complaint, to agencies and the

model with a suggestion it operates as a 'shared service' supported by a 'practice and management oversight group'.


Central reporting system should be able to display details about the complaint lodgment, where the complaint currently sits, how long it has been in the system, etc.


A separate interface for complainants should be developed which is a dashboard which records information about the complaint (for example, how long the complaint has been in the system).

Consideration of how the clearinghouse may work with the public interest disclosure process.


Released under RTI - DPC


## Project scope – in and out of scope

- 
- Complaints about government services and products or public servants conduct; and complaints made by public servants in terms of crime and misconduct (that may or may not have been dealt with at a local level), incorporating human rights and privacy issues

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- The investigation and management of the complaint by the in scope agencies
  - Ministerial correspondence
  - Complaints by individuals against private businesses that are not providing services on behalf of government
  - The reporting or recording of a public interest disclosure
  - Employee complaints and grievances

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Using the definition of a complaint under section 219A of the Public Service Act, in scope complaints would be for complaints about government services and products or public servant conduct and would include human rights complaints and privacy complaints relating to government services, products or public servants conduct.

Out of scope is the investigation and management of the complaint – we will leave the government agency to provide the subject matter expertise on each complaint.

Public interest disclosures

Employee complaints and grievances that are under the PSC directive “Individual employee grievances directive 11/20”

## Project scope – in and out of scope



- Departments
- Core Integrity bodies e.g. Crime and Corruption Commission, Queensland Ombudsman, Queensland Audit Office



- Government owned corporations
- Statutory authorities
- Complaints to Human Rights, Information or Privacy Commissioners
- Other integrity bodies e.g. Electoral Commission, Office Independent Assessor, Racing Integrity Commission, Health Ombudsman

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In scope entities will be all departments and core integrity bodies

Out of scope will be GOCs, Stat authorities and distributed integrity bodies




Cabinet options considered

Cabinet




Cabinet



Queensland Government

Cabinet options considered


Cabinet




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Government

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## Next steps

Cabinet