



COMMUNITY INSTRUCTION	Complaints
COMMUNITY INSTRUCTION NO.	C31.4
SCOPE	Community Corrections and Offender Reintegration

PURPOSE

To provide instructions to ACT Corrective Services staff working outside of the Alexander Maconochie Centre on managing complaints made against staff by clients and/or interested parties on behalf of clients. For complaints relating to detainees please see the [Detainee request and complaints Operating Procedure](#).

PROCEDURES

1. Receipt of a complaint

- 1.1 Complaints may be raised verbally or in writing at any time by a client or an interested party.
- 1.2 Complaints should be resolved with as little formality as possible and as close to the first point of contact as possible.
- 1.3 In the first instance, the complainant should be directed to the relevant supervisor. The supervisor will deal with the matter as an informal complaint. If it cannot be resolved satisfactorily, the complainant will be able to formalise the complaint.
- 1.4 If a complainant prefers to make a formal complaint in the first instance, refer to section 3.
- 1.5 If a complaint is raised that is considered vexatious and/or has previously been dealt with at an informal level, preference should be given to progressing the complaint formally.
- 1.6 All complaints interactions must be case noted on the client's electronic record in the offender information management system.

2 Response to an informal complaint

- 2.1 The relevant supervisor is responsible for attempting to resolve the issue(s) raised by the complainant. This may include, but is not limited to, the following actions:
 - a. acknowledging the complaint, clarifying the issue of concern, and identifying any immediate actions that need to be undertaken to resolve the complaint
 - b. re-clarifying the purpose of supervision, the roles and responsibilities of the officer named in the complaint and the obligations of the client
 - c. contextualising any recent decisions made that may be causing concern or upset for the client and/or interested party
 - d. discussing the complaint received with the officer and advising of any further ongoing actions that need to be addressed.
- 2.2 If the complainant is satisfied with the actions suggested by the responding supervisor, the matter will be deemed as resolved.
- 2.3 If the complainant is not satisfied that their complaint has been dealt with adequately, they will be advised that they are able to formalise their complaint.

3 Formal complaints

- 3.1 Formal complaints must be made in writing. Complainants will be asked to provide as much detail and relevant information as possible and include a reasonable outcome that they are seeking.
- 3.2 Complainants will be advised to send their written complaint to the Commissioner via mail or email:
- a. Commissioner
ACT Corrective Services
GPO Box 158
Canberra ACT 2601; or
 - b. MinisterialSupport.ACTCS@act.gov.au
- 3.3 Complainants may be advised that further information about the complaints process, and the commitment to resolve complaints within an agreed timeframe can be accessed at [Feedback and Complaints | Corrective Services \(act.gov.au\)](#).
- 3.4 The Ministerial Support Unit (MSU) is responsible for progressing the complaint to the relevant manager or Executive, who will follow up with staff involved and provide a response to MSU.
- 3.5 MSU will also forward the complaint to the Integrity Assurance Unit at actcs-integrity@act.gov.au who may conduct their own assessment into the matter.
- 3.6 MSU is responsible for ensuring a written response is issued to the complainant within the relevant timeframe. Consideration will be given to sharing the written response to the staff member subject to the complaint where possible.
- 3.7 The staff member subject to the complaint will be provided with the outcome, except in mitigating circumstances.
- 3.8 Consideration may be given to sharing the outcome of the complaint with People and Culture, who may provide ongoing support in relation to the management of the staff member.

Bruno Aloisi
A/g Assistant Commissioner
ACT Corrective Services
17 January 2022

Document details

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