



ACT|atsieb

ACT | Aboriginal and
Torres Strait Islander
Elected Body

PROTOCOLS FOR COMPLAINTS SUBMITTED TO ATSIEB FROM THE ACT ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITY

(Endorsed on 28 February 2013, see Decision on Agenda Item 13 of ATSIEB Meeting No.4/2012-13)

1. Members of ATSIEB are elected by the ACT Aboriginal and Torres Strait Islander community.
2. ATSIEB has been established to represent Aboriginal and Torres Strait Islander people living in the ACT and to act as an advocate for their interests.
3. *Section 8 of the Act*, in particular *sections 8(a), (b), (c) and (d)*, provides the basis for ATSIEB to develop consultation arrangements to engage with the ACT Aboriginal and Torres Strait Islander community.
4. ACT Aboriginal and Torres Strait Islander community members can approach individual ATSIEB members about any concerns or issues they may have.

Complaints

5. ATSIEB defines a complaint as an expression of negative feedback or dissatisfaction with a service provided by an agency, a community organisation or an individual.
6. Clients and community members have the right to provide feedback on services, ask for explanations or make complaints.
7. Most agencies and organisations accept that complaint handling is a predictable and necessary part of program and service delivery. Errors, misunderstandings, client dissatisfaction and unexpected problems occur in all administrative systems. Complaint handling can be effective in resolving a problem before it becomes worse, providing a remedy to a client who has suffered disadvantage, and nurturing good relations between government agencies, community organisations and the public.
8. Complaints also provide agencies, organisations and individuals with information about program weaknesses and service delivery faults. Good administration involves regular review of existing programs, and the lessons learnt from complaints can feed into that process.