Template

Consumer complaints system

# Instructions

This template asks about your association’s consumer complaints system.

It includes 15 questions, divided into 6 categories:

* Structure
* Implementation
* Other statutory or regulatory requirements
* Governance
* Improvement
* Consumer protection outcomes.

Enter your response in the space below each question, noting which documents you have provided to support your answer.

For help completing this template, see the Consumer complaints system [guidance](https://www.psc.gov.au/sites/default/files/SAF/SAF_Module_4/4_Guidance_Consumer_complaints_system.pdf)*.*

# Questions

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| Structure |
| 1. What is your association’s current, or proposed, consumer complaints system?
 |
| Required documents | Any of the following documents that relate to your consumer complaints system:* relevant elements of your constitution
* approved policies, procedures and processes
* forms, templates and internal or external standards
* oversight by executive bodies or committees and their terms of reference
* standing communication to members
* relevant website content
 |

Add your association’s response to this question here. Type over or delete this text.

Use the Body text style to complete your answer. If you need more styles, use built-in styles:

* Heading 2 and Heading 3
* Bullet list, Numbered list.

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| Implementation |
| 1. If you are proposing, developing or amending a consumer complaints system, how will your association implement it? Include the resources you will use (such as staff, financial and IT) and the implementation timetable.
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Add your response.

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| Other statutory or regulatory requirements |
| 1. Are you or your members subject to a statutory or regulatory requirement for all or part of your consumer complaints system?

If so, please answer a and b below. If not, please go to Question 4. * 1. What are the statutory provisions and who is the regulator?
	2. How does your association, as a professional standards co-regulator, interact, liaise or coordinate with the statutory regulator? Provide examples, such as formal advice and referrals between your association and the regulator, delegations of certain types or specific matters from the regulator to your association, scheduled meetings or consultation, or panels or committee membership.
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Add your response.

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| Governance |
| 1. What authority does your association have to operate a consumer complaints system?
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| Required documents | Documents showing this authority |

Add your response.

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| 1. Where can your members and the public access your published consumer complaints policy?
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| Required documents | Your consumer complaints policy |

Add your response.

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| 1. What are your administration and governance arrangements for your consumer complaints system?
 |
| Required documents | Documents showing the administration of such arrangements |

Add your response.

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| 1. What are the accountabilities and reporting lines within your consumer complaints system?
 |
| Required documents | * Diagram showing accountabilities and reporting lines within your system
* Any other supporting documents relating to accountabilities, roles and responsibilities
 |

Add your response.

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| 1. How are consumers represented in the complaints system design, operation, consultation and feedback? For example, you might have consumer representatives on your governing body, the committee that oversees the complaints and discipline system, or your complaints panel.
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Add your response.

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| 1. How does the complaints panel ensure independence and avoid conflicts of interest or undue influence? For example, the panel could include external, independent or consumer representatives.
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Add your response.

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| 1. What human, financial and technological resources does your association use to support its consumer complaints system? For example, an association may use standards such as AS NZS 10002 ‘Guidelines for complaint management in organisations’.
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| --- | --- |
| Required documents | Documents that show the resources your association is using |

Add your response.

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| 1. How do you communicate your consumer complaints system and report its outcomes to the association, members, consumers and others?
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| Required documents | Published documents (including website links) showing that your association promotes the system – particularly, the scope and criteria for accepting or rejecting complaints, the timeframes and process for promoting consumer clarity and transparency |

Add your response.

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| 1. Does a policy or process determine how and when you complete internal and external reviews or audits of your consumer complaints system?
 |
| Required documents | * The policy or process
* Any other documents showing the audit or review process (for example, the most recent system audit or review)
 |

Add your response.

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| Improvement |
| 1. How does your association plan to improve your consumer complaints system? What are your strategies to address consumer risks and harms?
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Add your response.

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| 1. How will you improve the consumer complaints system? Factors to consider could include:
* how you use trends emerging from the outcomes to inform system revisions
* how you identify and incorporate best practice
* how you identify and confirm the purpose and benefits of the improvement
* how you assign adequate resources to the improvement
* how you keep the process free of inappropriate or conflicted influence (including by government, the profession, employers or other interested parties)
* how you engage and consult with stakeholders (such as members, the public, consumers, regulators and related occupational associations) to assure alignment with your system
* how you develop practical measures of the system’s effectiveness (for example, by using data collection, collation, analysis and reporting to the governing body)
* which changes require approval by the governing body and a general meeting of members.
 |

Add your response.

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| Consumer protection outcomes |
| 1. Do you survey consumers after resolving their complaints?
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| Required documents | * Your consumer post-resolution survey
* Data collection on procedural fairness
* Activity report on your consumer complaints system operations – this could include procedural metrics, settlements rates, root causes analysis, matters referred to disciplinary systems and matters referred for occupational standards improvement
* Most recent internal or external review/audit report on your consumer complaints system
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Add your response.