



Australian Government

Comcare

Comcare Complaints Management Framework

Values

Comcare values complaints and is committed to delivering a high-quality service. Our Complaints Management Framework describes how we will grow a culture that encourages feedback and is aligned to our values of:

- earning and strengthening trust with our stakeholders
- acting with integrity and respect
- collaborating and innovating
- striving to have a positive impact.

Principles

Our complaints management process demonstrates these values by applying 5 guiding principles. We will manage complaints in a way that is:

Fair

We assess and manage complaints fairly, impartially and with integrity.

Accessible

Our complaints process is easy to access and simple to follow. If you need help to make a complaint we will assist you.

Responsive

We listen and respond promptly. We communicate openly and honestly. We aim to resolve complaints at the earliest opportunity and monitor resolution timeframes.

Accountable

We welcome feedback and seek to improve and learn from complaints. We explain our assessments, actions and decisions. If you are unhappy with how we managed your complaint, you can seek a review.

Transparent

We are open and clear about how complaints are handled. We explain the resolution process and what you can expect.

What is a complaint?

A complaint is an expression of dissatisfaction where a response is requested, legally required or reasonably expected.

You can complain if you are not satisfied with:

- a service provided by Comcare, its employee or a contractor
- an action or decision, including concerns about quality or timeliness.

You can also complain about how a policy or process has been applied.

Comcare may also be able to assist with resolving complaints about claim management by self-insured licensees or under the Seacare scheme.

What is not a complaint?

Most contacts we receive are not complaints. The following contacts are not complaints:

- an enquiry or request for information
- a request for a service
- feedback or a suggestion about Comcare's services
- an application for review of a decision where a right of appeal exists
- comments about Government policy or legislation
- the provision of information (e.g. reporting a workplace health and safety incident).

However, you can complain if we do not address or respond to a request for information or a service in a timely way.

If we assess that your concerns are best managed under a different process, we will advise you and explain our reasons.

How to make a complaint

You can complain directly to the officer you are dealing with. If you are not comfortable speaking directly with the officer, you can ask to speak to their supervisor or make a complaint in writing.

Complaints can be made by phone, email or in writing. [Feedback and complaints | Comcare](#)

You can make a complaint anonymously but this may limit our ability to respond to you and to address your concerns.

Sometimes, we may ask you to put your complaint in writing. See [Tips for preparing a complaint](#) for guidance and helpful tips on making a complaint.

If you need help with making a complaint, let us know. We will give you reasonable assistance if needed.

How we manage complaints

Record

We record all complaints on receipt and assess each one to determine if it is in scope for Comcare. We check for urgency and importance and which business area should respond to the concerns. It may be the officer who is managing your matter, their supervisor or another team if appropriate.

Acknowledge

We acknowledge all complaints received, usually by the same method as they are made.

Assess

We identify the concerns raised and may contact you to ask for more information or to clarify the key issues or concerns. We listen to your perspective and answer any questions you may have. We explain the complaints process and give you an indication of how long it is likely to take. We will ask you about your desired outcome and may also discuss other options. We will keep you updated of progress.

Resolve

We examine the issues and concerns raised and work with you to find a solution. We may review information and documents, seek input from business areas and identify steps needed to rectify any problems or errors.

Communicate

We will let you know the outcome of the resolution process and explain the reasons for it. We will inform you of other options that may be available to you.

Learn and improve

Where we identify an error or a process issue as the root cause of the complaint, we acknowledge it, learn from it, and make improvements.

Review

If you are not satisfied with how we handled your complaint, you can ask for a review. To seek a review, let us know within 21 calendar days of receiving the outcome of your complaint why you believe the outcome or the complaints process was unfair or unreasonable. Requests for review made outside of this timeframe, or without clear reasons for seeking a review may not be considered. We may also decide not to review your complaint if we consider another option is more suitable, if we have already reviewed the matter, or if we assess that a review is not warranted in the circumstances.

Timeframes

We acknowledge complaints received by phone immediately and all email or written complaints within 2 calendar days of receipt. The acknowledgement may be an automated response.

We aim to resolve complaints at the earliest practical opportunity, generally within 21 calendar days. More complex matters can take longer to resolve.

If your complaint is likely to take longer than 21 days to resolve, we will let you know, and we will contact you at least every 10 days with an update.

Timeframes may also be longer if a weekend or a public holiday falls within those days.

Rights and responsibilities

	Complainant	Comcare
Rights	As a Comcare client, you have the right to: • make a complaint • be heard and be treated with courtesy and respect • have your complaint managed in line with this Framework • seek review if you are not satisfied with the complaint response or process • withdraw a complaint at any time.	Comcare has the right to: • protect our staff from behaviour and content that is aggressive or threatening, or otherwise poses an unacceptable risk to staff safety or wellbeing • refuse to consider complaints that are vexatious or outside of our scope • continue to investigate a complaint after it has been withdrawn, if it raises serious issues.
Responsibilities	When making a complaint we expect you to: • treat Comcare staff with courtesy and respect • clearly describe the problem and the solution you want • provide relevant information so that we can consider your complaint • be willing to engage and cooperate with the complaint process.	Comcare has a responsibility to: • support your right to lodge a complaint, including by providing reasonable assistance if needed • protect your privacy and, if requested, your anonymity • manage complaints in line with this Framework and relevant procedures • provide regular updates and a timely response • provide information about the complaints process, including your right to review.

Privacy

Your privacy is important to us. Comcare may use the information you provide as well as other information we hold that is reasonably necessary for us to consider your complaint. Any personal information you provide will be handled in accordance with the *Privacy Act 1988* (Cth). For more information about how Comcare handles personal information and to view our Privacy Policy, visit www.comcare.gov.au/privacy.

Process

