



Tasmanian Development Board

Complaint Management Procedure

Dated: 13 April 2017

Next Review: April 2018

1. Background

This procedure is designed to provide guidance on the complaints handling process for business relating to the business of Tasmania Development and Resources.

The Board has specific areas of responsibility under the *Tasmanian Development Act* 1983 and has governance of the legal entity, Tasmania Development and Resources (TDR). The role of the TDR Board (the Board) is to exercise its powers and to provide independent advice to the Minister on matters relating to the State's economic growth, including the provision of financial assistance to business enterprises. The Board's primary focus is the creation of sustainable investment and employment opportunities by supporting the implementation of the Government's growth agenda.

One key role of the Board is to administer programs and assess applications for financial assistance to support strategic focus areas for growth, agreed by government.

Financial assistance is generally provided to business enterprises either:

- through an established loan or grant program against predetermined eligibility and assessment criteria; or
- on a case-by-case basis in accordance with well-established principles.

The Department of State Growth (State Growth) is responsible for managing the delivery of all financial assistance proposals considered by the Board.

The Board is committed to high quality decision making to fulfil the Corporate Plan objectives. Key to meeting this commitment is the regular review of feedback that the Board receives. Feedback can be in the form of a complaint, compliment or suggestion for improvement. A complaint is defined as any expression of dissatisfaction or grievance made in regard to any financial assistance proposal that falls within the auspices of the Board.

The following sets out the standards for dealing with complaints and reviews.

- Complaints will be treated properly, fairly and impartially.
- Making a complaint will have no adverse implications for your future dealings with the Department of State Growth or the Board, as complaints are regarded as opportunities for improvement.
- Examination of your complaint will be undertaken by persons other than those directly involved.

2. Lodging a complaint or request to review a decision of the Board

A complaint or request to review a decision of the Board must be submitted in writing to the address provided below within twenty (20) business days of receipt of the

original decision notification. The complainant must provide sufficient information supporting the reasons for their dissatisfaction with the decision.

All written complaints should be addressed to:

Corporate Secretary, Tasmanian Development Board
C/- Deputy Secretary, Business Services
Department of State Growth
GPO Box 536, HOBART TAS 7001
amanda.russell@stategrowth.tas.gov.au

3. Responses to Complaints

Upon receipt of a written complaint, the Corporate Secretary will acknowledge receipt of the complaint within two business days and endeavour to contact the complainant within five business days of the complaint being received.

The acknowledgement will advise in general terms about how the complaint will be managed and when the complainant can expect to be contacted again in relation to the complaint.

The complaint will be investigated by the Corporate Secretary who will contact the complainant advising of the result of any investigation within 30 business days of the making of the initial written complaint.

The response will give a history of the complaint and considerations in relation to the complaint as well as clear reasons for any decisions that have been made.

Letters with inappropriate language will be returned to the complainant (*with a copy retained*) with a request for it to be reformulated in more moderate and appropriate terms.

The Corporate Secretary will inform the TDR Board of all complaints and requests for review of decisions at the next available meeting of the TDR Board.

4. Internal Review

Should a complainant remain dissatisfied with the decision made by the Corporate Secretary, the complainant can subsequently request the matter be elevated to the Chief Executive Officer of TDR for further review.

The Chief Executive Officer will review the information and decision of the Corporate Secretary and provide a written response within 15 business days upon receipt of the request for a review of the original decision.

5. Referral to Ombudsman

Following the internal review, should a complainant remain dissatisfied they may refer the matter to the Ombudsman. The contact details for the Ombudsman are as follows:

Office of the Ombudsman

GPO Box 960, HOBART TAS 7001 Freecall: 1800 001 170

Email: ombudsman@ombudsman.tas.dgov.au Website:

www.ombudsman.tas.gov.au