

TASMANIA DEVELOPMENT AND RESOURCES

Complaint Management Procedure

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I. Background

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

The Tasmania Development and Resources Board (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 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 financial assistance principles.

The Department of State Growth (State Growth) and the Office of the Coordinator-General are responsible for submitting financial assistance proposals to the Board for consideration.

The Board is committed to high quality decision making that is consistent with the functions of the TDR, as set out in the *Tasmanian Development Act 1983*, and the objectives outlined in the TDR Corporate Plan. 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 expression of dissatisfaction or grievance made in regard to the process that has been undertaken with regard to the management of a financial assistance proposal.

The complaint may relate to either the process leading up to, or after, a decision is made by the Board.

To fall within the scope of this procedure, the complaint must also relate to a financial proposal that falls within the auspices of the Board.

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

- Complaints and reviews will be treated properly, fairly and impartially.
- Making a complaint or requesting a review will have no adverse implications for any future dealings with State Growth or the Board, as complaints and reviews are regarded as opportunities for improvement.
- Examination of complaints and reviews 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 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 or requests for reviews should be addressed to:

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

3. Responses to Complaints and Reviews

Upon receipt of a written complaint or review, the Corporate Secretary of the Board will acknowledge receipt 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 Board of all complaints and requests for review of decisions at the next available meeting of the 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 of TDR for further review.

The Chief Executive 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. Procedure Responsibility and Review

The Corporate Secretary is responsible for updating and oversight of this procedure.

This procedure will be reviewed and resubmitted to the Board 24 months after endorsement.

6. 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
Free call: 1800 001 170

Email: ombudsman@ombudsman.tas.gov.au Website: www.ombudsman.tas.gov.au