



# SCREENWEST COMPLAINTS HANDLING GUIDELINES INFORMATION FOR CLIENTS

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## **1.0 What is the Complaints Handling Guidelines?**

ScreenWest takes complaints seriously. Our *Complaints Handling Guidelines* outline the process for addressing issues that arise when clients are dissatisfied or concerned about a product or service provided by ScreenWest or the ScreenWest complaint handling process itself.

## **2.0 Parameters of the ScreenWest Complaint Handling Process**

Not every complaint requires investigation. The majority of concerns raised by complainants will be able to be resolved at an informal level.

ScreenWest will consider the complaint and exercise its discretion whether or not to investigate it having regard to:

- Whether ScreenWest has the jurisdiction to investigate the complaint.
- Whether the complainant has sufficient personal interest in the matter e.g. has the event directly affected the person making the complaint?
- Whether a complaint appears to be frivolous, vexatious or not in good faith.
- The amount of time elapsed since the event leading to the complaint took place. Matters more than 12 months old will only be investigated in special circumstances. In deciding whether to investigate the matter, we will consider:
  - If there is a good reason why you did not make the complaint within 12 months of the event leading to the complaint.
  - The likelihood of being able to obtain evidence.
  - The likelihood of any practical outcome for you.
  - The likelihood of any practical benefit to ScreenWest administration.
  - The public interest in the investigation of the issues raised (note that this does not refer to public curiosity, but the potential benefit to the community as a whole).

If ScreenWest decides not to investigate a complaint, the complainant will be advised of this, along with the reasons for our decision.

## **3.0 The Agency's Responsibilities**

It is the responsibility of ScreenWest to:

- Manage all complaints professionally, efficiently and impartially.
- Keep complainants informed of the progress and outcome of enquiries.

- Provide clear reasons for decisions.
- Treat complainants with courtesy and respect.

#### **4.0 The Complainant's Responsibilities**

It is the complainant's responsibility to:

- Clearly identify the issues of the complaint.
- Provide all information in support of the claim in an organised format at the time of making the complaint e.g. issue, location, person, time, date, what was said, witnesses etc. A lack of detail may limit ScreenWest's ability to investigate a complaint.
- Cooperate with the ScreenWest's enquires or investigations.
- Treat all staff members of ScreenWest with courtesy and respect.

Any abuse, harassment, threats to the safety or welfare of staff at ScreenWest will result in immediate discontinuation of the complaint and contact with the complainant will cease.

#### **5.0 How is a complaint recorded?**

Every complaint is entered into ScreenWest's complaints register. The physical record of all complaints and responses to those complaints are filed on a corporate file.

Anonymous complaints will be recorded and referred to the appropriate area for information only.

#### **6.0 How do I lodge a complaint?**

The *ScreenWest Complaint Record Form* (see Appendix 1.0) may help you to clearly document your complaint.

Complaints can be lodged via the following channels:

- |                   |  |
|-------------------|--|
| <b>In person:</b> | Reception<br>Level 2, Gordon Stephenson House<br>140 William Street<br>Perth WA 6000             |
| <b>Phone:</b>     | +61 8 6552 7700  |
| <b>Email:</b>     | <a href="mailto:info@screenwest.com.au">info@screenwest.com.au</a><br>Attention: Chief Executive |

**Post to:** Attention: Chief Executive  
ScreenWest  
PO Box 8349  
Perth Business Centre WA 6849

## **7.0 What happens after a complaint is received by ScreenWest?**

- i) The complaint is entered into ScreenWest's complaints register and then forwarded to the appropriate area within ScreenWest for investigation.
- ii) An acknowledgement letter will be forwarded to the complainant within five (5) working days of ScreenWest receiving the complaint.

Please note not all complaints will be investigated by ScreenWest. Refer to *2.0 Parameters of the ScreenWest Complaint Handling Process*.

- iii) All reasonable efforts will be made to resolve complaints as quickly as possible. Where possible, complaints will be resolved in a maximum of thirty (30) working days.
- iv) If for some reason a complaint cannot be resolved within thirty (30) days the complaint will be informed of the progress of the complaint and the reasons for the delay.
- v) Upon completion of the investigation of the complaint, a letter will be forwarded to the complainant detailing:
  - Information relevant to the complaint.
  - Adequate reasons for any decision made.
  - Any changes that may have resulted from the complaint.
  - Information on how to seek an independent review.

## **8.0 What happens if the complainant is not satisfied with the response?**

At the conclusion of the complaint process it is possible that you will not receive the outcome you were seeking. This does not necessarily mean that your complaint was not appropriately handled.

Unless a substantive new issue is raised ScreenWest will only provide one complaint review.

Before ScreenWest will undertake a review the complainant must provide reasons or an explanation as to how ScreenWest has erred and/or provide new information. If the complainant does not provide this information a review will

not occur. Simply expressing disagreement or disappointment with ScreenWest's decision is not enough.

Complainants who are not satisfied with the outcome upon conclusion of the investigation can raise the issue with the WA State Ombudsman.

The WA Ombudsman's contact details are as follows:

Phone: (08) 9220 7555  
Web: [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)  
Email: [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)  
Fax: (08) 9327 1107

#### **9.0 I am unhappy with the assessment decision for my funding application - *What can I do?***

Appeals against an assessment decision made by ScreenWest are not covered by these *Complaints Handling Guidelines*.

As per the ScreenWest *Terms of Trade* clause 2.5.2, appeals should be directed in writing to the Chief Executive, and must be lodged within ten (10) business days of receiving notification of the assessment decision.

All correspondence should be posted to:

Chief Executive  
ScreenWest  
PO Box 8349  
Perth Business Centre WA 6849

#### **10.0 I believe there has been a breach of the funding program assessment process - *What can I do?***

It is a condition of application that you accept the conditions of the relevant funding program. Complaints will only be considered where there is an alleged breach of the assessment process.

If you believe that a proper assessment process has not been followed for your application, we encourage you to discuss your concerns with the relevant funding program contact person.

Information on how ScreenWest funding program applications are assessed can be found on the [ScreenWest website](#).



SCREENWEST FEEDBACK FORM							
<b>YOUR DETAILS</b>							
<b>Name</b>							
<b>Address</b>							
<b>Telephone Number</b>							
<b>Email</b>							
<b>Preferred contact method</b>							
<b>WHO YOU ARE WRITING ABOUT</b>							
<b>Division</b>		<b>Do you want a reply from us?</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%; padding: 2px;">Yes</th> <th style="width: 50%; padding: 2px;">No</th> </tr> <tr> <td style="text-align: center; padding: 2px;"><input type="checkbox"/></td> <td style="text-align: center; padding: 2px;"><input type="checkbox"/></td> </tr> </table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>
Yes	No						
<input type="checkbox"/>	<input type="checkbox"/>						
<b>Name of Employee (if applicable)</b>		<b>Do you wish to remain anonymous to this person?</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%; padding: 2px;">Yes</th> <th style="width: 50%; padding: 2px;">No</th> </tr> <tr> <td style="text-align: center; padding: 2px;"><input type="checkbox"/></td> <td style="text-align: center; padding: 2px;"><input type="checkbox"/></td> </tr> </table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>
Yes	No						
<input type="checkbox"/>	<input type="checkbox"/>						
<b>WHAT YOU ARE WRITING ABOUT</b>							
<b>Subject of Feedback / Complaint</b> <i>(e.g. event, person, location....)</i>							
<b>Summary of Feedback / issue</b> <i>(If a complaint please provide a concise factual description of the complaint. Include dates, times, people involved, locations as appropriate)</i>							
<b>What steps have you taken to raise the issue?</b> <i>(e.g. spoken to a staff member, forwarded an email...)</i>							
<b>Outcome sought</b> <i>(Please detail what outcome(s) you are seeking in order to resolve the issue)</i>							

**Thank you for your information.**

**You can expect an initial response from us within 5 days and a full response within 30 days.**

Office use only			
Complaints Co-ordinator		Date received	
Acknowledgement sent (date)		Passed to	
Final response sent (date)		File ref (attach details of action taken)	