MOAD
Museum of Australian Democracy
at Old Parliament House

# Complaint Handling Policy

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Director

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# Version Control

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# 1. Introduction

This policy provides practical guidance on the complaints handling process of the Museum of Australian Democracy at Old Parliament House (MoAD) and outlines how MoAD will manage and respond to complaints. It is informed by the Better Practice Complaint Handling Guide provided by the Commonwealth Ombudsman.

MoAD is committed to ensuring that any person or organisation using services provided by MoAD or affected by its operations has the right to lodge a complaint and have their concerns addressed in ways that ensure access and equity, fairness, accountability, and transparency.

Visitor feedback can help MoAD understand its interaction within the broader community and provide a pathway to continuously improve programs and services.

# 2. Definition of terms

**Complaint**

A complaint involves any expression of dissatisfaction with MoAD where a response is expected or required. This can relate to interactions with MoAD staff, volunteers, partners, contracted service providers as well as MoAD activities or products (such as exhibitions, events, publications, tours, programs, shop, Cafe or facilities).

**Claim**

A claim is a formal legal demand on MoAD, or a situation where legal action is threatened or foreshadowed. This could involve someone asserting that MoAD has breached or interfered with their legal rights, or dealt with their property in an unauthorised way, and is seeking compensation, reimbursement or some other form of redress.

**Feedback**

Feedback includes any comments or suggestions (whether positive, negative, or neutral) about a person's interaction with MoAD or in response to MoAD activities or products.

# 3. What can I expect from MoAD

If you make a complaint about a MoAD staff member, volunteer or service, the MoAD complaints team will:

- keep the matter confidential and only share information with those who need to know
- treat you with respect, courtesy and impartiality
- tell you what to expect while your complaint is being investigated
- give you an opportunity to provide supporting information
- keep you informed of progress made
- take all practicable steps to resolve your complaint
- provide reasons for decisions that are made
- outline the process to seek a review of the response to your complaint.

# 4. What does MoAD need from you

To assess your complaint about a MoAD staff member, volunteer or service, we ask you to:

- clearly state what the issue is and provide any supporting information
- outline what outcome/resolution you are seeking
- cooperate with and treat our staff with courtesy and respect.

# 5. How can I submit a complaint

MoAD has multiple channels through which you can submit a complaint.

In writing through the following channels:

- **Contact Us form** on our webpage – https://www.moadoph.gov.au/about/contact
- **Email** to reception@moadoph.gov.au
- **Feedback form** provided by a staff member
- **Post**:

  Complaints Museum of Australian Democracy at Old Parliament House
  18 King George Terrace
  Parkes, ACT 2600

  Or

  Complaints
  Museum of Australian Democracy at Old Parliament House
  PO BOX 3934
  Manuka, ACT 2603

Verbally by:

- **Phone** – 02 6270 8222
- **Speaking** to a staff member, who will pass on the information to the complaints team or direct you to one of the above channels.

# 6. How long will it take?

MoAD aims to resolve your complaint as quickly as possible.

Straightforward complaints:

- **Acknowledgement:** within two (2) business days. Complaints received over a weekend or public holiday period will be acknowledged within two (2) working days from the next business day.
- **Response:** within ten (10) business days from the day you submitted your complaint. Complaints received over a weekend or public holiday period will

receive a response within ten (10) business days from the next acknowledged business day.

Complaints that are complex and serious in nature:

- **Acknowledgement:** within two (2) business days. Complaints received over a weekend or public holiday period will be acknowledged within two (2) working days from the next business day.
- **Response:** within twenty (20) business days from the day you submitted your complaint. Complaints received over a weekend or public holiday period will receive a response within twenty (20) business days from the next acknowledged business day.

The complaints team will notify you if we will be unable to meet these timeframes.

The complaints team must seek advice from MoAD's legal services representatives in relation to significant complaints or claims, for example:

- Situations where legal action against MoAD or relating to MoAD's actions is threatened or foreshadowed
- Where a decision of action of MoAD's is subject to appeal or challenge lodged with an external entity, for example the Commonwealth Ombudsman.

# 7. Resolving the complaint

You will be notified of the outcome of your complaint and any options for further action if required.

If you are not satisfied with the outcome of your complaint or the process used to address it, you may request a review. To do so, please specify in writing:

- what you would like reviewed
- why you disagree with the response/decision.

You have twenty-eight (28) days from the initial response to request a review. After this is received your request will be:

- assigned a senior executive staff member to review the original decision against your concern
- provided a written response outlining the outcome of the review.

If you are still dissatisfied with the response, you can raise the matter with the Commonwealth Ombudsman. The Ombudsman can be contacted on 1300 362 072 (this is not a toll-free number and calls from mobile phones may attract additional charges), online via their webform (Web Form Submission) or www.ombudsman.gov.au/contact-us, in writing at GPO Box 442, Canberra, ACT 2601 or in person at one of their offices (addresses located at www.ombudsman.gov.au/contact-us)

# 8. Threatening messages or language

MoAD takes threats of violence very seriously. Complaints that threaten violence or harm will immediately be referred to the police. Complaints that are abusive, obscene, or discriminatory will not be addressed. Social media messages that violate our Community Guidelines will be removed and referred to the police if necessary.

# 9. How is my personal information protected?

Your personal information is protected under the *Privacy Act 1988* (Cth), which includes the Australian Privacy Principles (APPs).

The investigation of your complaint may involve sharing your personal information (including sensitive) with other relevant areas within MoAD to achieve a resolution. Your information may be shared with another government agency if, for example, we think that they can better assist you in relation to your complaint or we require information from that agency to consider and resolve your complaint.

MoAD also collects and uses a range of personal information for monitoring, evaluation, reporting on and improving its services and functions, and for meeting statutory timeframes. All identifying details about your personal and sensitive information is removed, unless it is reasonably necessary to use and disclose for these purposes.

Our privacy policy provides more information about how we protect your personal information and who to contact if you have a privacy-related enquiry or complaint.

# 10. Related documents

- Better practice guide to complaint handling Commonwealth Ombudsman
- Community Guidelines - MoAD Policies
- Privacy Statement - Museum Of Australian Democracy