

Internal Review of OCA Decisions Policy

Purpose

This policy is intended to communicate the manner in which a complaint regarding a previous decision of the Outback Communities Authority (OCA) will be dealt with.

Policy Statement

The OCA is committed to open, responsive and accountable governance and recognises its decisions must be fair, objective and subject to review. It also recognises that it will, from time to time, make decisions which may adversely impact on a member of the public and/or community groups.

To demonstrate its commitment the OCA will implement a process by which a member of the public or community group adversely affected by a decision of the OCA can have their concerns considered. This procedure will be widely accessible to ensure that everyone is fully aware of the process of requesting a review of a decision.

Implementation

The OCA will implement a complaints management system such that:

- every person has the opportunity to make a complaint about a decision of the OCA;
- an unbiased review is undertaken;
- outcomes of a review are based on sound evidence; and
- complainants receive information about the outcome of the review.

This Policy does not apply to:

- complaints that are the subject matter of an administrative appeal or other form of legal redress; or
- internal complaints or workplace complaints regarding workplace conduct.

Evaluation and Review

This Policy will be evaluated by OCA staff at the finalisation of each complaint. The Policy will be reviewed by the OCA Board on recommendation of OCA staff or within three months of the appointment or renewal of tenure of a Presiding Member, whichever shall occur first.

Definitions

Complaint is an expression of dissatisfaction or concern made to or about the OCA by, or on behalf of, a member of the public or community group (including other public sector agencies) related to its services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Complaint Management System refers to the policies, procedures, practices, staff, hardware and software used by the OCA to manage the receipt, processing and outcome of complaints.

References

OCA's Complaints Management System.

DPC Circular 039 – Complaint Management in the South Australian Public Sector

This policy was adopted by the OCA on 19 September 2018

