

PIRSA COMPLAINTS AND CUSTOMER SERVICE PRINCIPLES

1. POLICY OBJECTIVES

We are committed to delivering timely high-quality service to meet the needs of our customers.

This includes providing a transparent and accessible complaint management process. Our complaint management process is founded upon the principles listed below.

2. OUR COMPLAINT MANAGEMENT PRINCIPLES

1. When a customer makes a complaint, they will be:
 - provided with information about our complaint handling process
 - provided with multiple and accessible ways to make complaints
 - listened to, treated with respect by our employees and actively involved in the complaint process where possible and appropriate, and
 - provided with reasons for our decision(s) and any options for redress or review.
2. We will deal with complaints and feedback in a confidential manner and in line with the *Public Interest Disclosure Act 2018*, PIRSA Public Interest Disclosure Procedure HR R016. We will protect the identity of customers making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by us as permitted under relevant privacy laws secrecy provisions and any relevant confidentiality obligations.
3. We will accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.
4. We will ensure that information about how and where complaints may be made to or about us is well publicised. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who require assistance.

Further information:

Policy Owner: General Manager, Office of the Chief Executive

Responsible Executive: PIRSA Executive

Effective: 8/12/2022

Next review: 8/12/2025

Version: 8.0

Page Number: 1 of 4

We will ensure that the customer is informed of their right to have a support person or advocate present to assist or represent them through the complaint making process.

5. Complaining to us is free.
6. We will endeavour to acknowledge the receipt of a complaint within 3 business days and resolve and respond to all complaints within 21 business days.
7. We will assess and prioritise complaints in accordance with the urgency and seriousness of the issues raised. When conducting this assessment and prioritisation, we will consider:
 - whether the complaint raises concerns about people's health and safety
 - how serious, complicated or urgent the complaint is
 - how the customer making the complaint is being affected
 - the risks involved if resolution of the complaint is delayed
 - whether a resolution requires the involvement of other organisations. We will inform the customer as soon as possible after the assessment is made.
8. Where a complaint cannot be resolved within 21 business days, an interim response will be provided to the customer with an indicative timeframe as to when a full response can be expected.
9. We will ensure that the complaint investigation process is impartial with no assumptions made or actions taken until all relevant information has been collected and considered. The person handling the complaint will be different from any employee whose service or conduct is being complained about.
10. We will ensure that any complaint is free from repercussions for the customer and no victimisation will occur to anyone making a complaint.
11. We will ensure we have adequate levels of employees to handle complaints and our employees will be supported to handle complaints through appropriate training and mentoring.
12. Complaints and feedback data will be reviewed regularly to identify service improvements.

Further information:

Policy Owner: General Manager, Office of the Chief Executive

Responsible Executive: PIRSA Executive

Effective: 8/12/2022

Next review: 8/12/2025

Version: 8.0

Page Number: 2 of 4

3. CUSTOMER FEEDBACK

PIRSA welcomes all feedback from our customers either through our PIRSA website or directly to our divisions. Our contact details are:

PIRSA General

Online: [contact - PIRSA](#)

Mail: GPO Box 1671 Adelaide SA 5001

Office of the Chief Executive

Email: PIRSA.OCE@sa.gov.au

Industry, Strategy and Policy

Email: PIRSA.AgFoodandWine@sa.gov.au

Biosecurity

Email: PIRSA.biosecuritySA@sa.gov.au

Fisheries and Aquaculture

Email: PIRSA.FisheriesLicensing@sa.gov.au

Regions SA

Email: PIRSA.RegionsSA@sa.gov.au

SA Research and Development Institute SA (SARDI) and Major Programs

Email: PIRSA.sardi@sa.gov.au

Minister for Primary Industries and Regional Development

Email: Minister.Scriven@sa.gov.au

If your complaint or feedback relates to conduct in the public sector that relates to corruption, misconduct or maladministration, you are encouraged to contact the Office of Public Integrity [Contact us | Office for Public Integrity](#)

Further information:

Policy Owner: General Manager, Office of the Chief Executive

Responsible Executive: PIRSA Executive

Effective: 8/12/2022

Next review: 8/12/2025

Version: 8.0

Page Number: 3 of 4

4. DOCUMENT INFORMATION

REVISION RECORD

Date	Version	Revision description
06/12/2013	1.0	Version approved by PIRSA Chief Executive
19/12/2013	2.0	Slight changes made.
2/09/2016	3.0	Version approved by PIRSA Chief Executive
2/09/2016	4.0	Minor changes made.
22/05/2018	5.0	Minor changes made.
13/05/2019	6.0	Version approved by PIRSA Chief Executive
2/07/2020	7.0	Review due to the removal of Level 14 Customer Service Reception. Minor changes made.
8/12/2022	8.0	Version approved by PIRSA Chief Executive

DOCUMENT CONTROL

PPGS Owner	Office of the Chief	PPGS Risk	Low	Review Cycle:	3 Years
Workgroup:	Executive	Rating			
PPGS Owner	Ann Barclay	PPGS	PIRSA Executive	Objective	A122115
Name:		Executive:		Document No:	
PPGS Owner	General Manager	Date	8 December 2022	Status:	Approved
Title:		Approved:			
PPGS Owner	Ann.Barclay@sa.gov.au	Next Review	8 December 2025	Security	Public
Email:		Date:		Classification:	

Further information:

Policy Owner: General Manager, Office of the Chief Executive

Responsible Executive: PIRSA Executive

Effective: 8/12/2022

Next review: 8/12/2025

Version: 8.0

Page Number: 4 of 4