

PIRSA CUSTOMER SERVICE POLICY



1. POLICY OBJECTIVES

The purpose of this policy is to ensure:

- All PIRSA divisions use customer feedback to inform and implement continuous improvement in their performance, service standards and service commitment
- PIRSA's customer service is in line with relevant Australian Standards and South Australian Government codes and guidelines.

All SA government agencies have developed and implemented a set of customer service principles. The [PIRSA Complaints and Customer Service Principles](#) includes a customer service commitment and customer feedback mechanisms, supported by a measurement system to gauge customer satisfaction.

2. SCOPE

This policy applies to all PIRSA business divisions and employees (including temporary labour staff), for the use of responding to complaints made by our customers about the department and read in conjunction with PIRSA's Public Interest Disclosure Procedure HR R016.

A complaint is an expression of dissatisfaction made to our department, about our products, services, employees or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

Feedback is an opinion, comment or expression of interest or concern, made directly or indirectly by a customer where a response or resolution is not explicitly or implicitly expected or legally required. Feedback is not a complaint.

Further information:

Policy Owner: Ann Barclay, General Manager, Office of the Chief Executive

Responsible Executive: PIRSA Executive

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Our customers are the people who receive or use our services; they can be individuals or organisations who are affected by our services, policies or programs. Customers can be members of the public, or internal to government. A customer may nominate someone to act on their behalf when making a complaint.

3. POLICY DETAILS

3.1 *The complaint management process*

When a customer makes a complaint, this is what they can expect from us (flow chart found in Appendix 1: PIRSA Complaint Handling Process).

We record all complaints received in the PIRSA complaints management system. Divisional complaints coordinators will ensure complaints are entered into the PIRSA Customer Feedback Register within one (1) business day of receipt. The register is to be captured and maintained within the PIRSA Objective EDRMS.

We acknowledge the complaint within three (3) business days through the customer's preferred method of communication.

We assess the complaint and prioritise it depending on the seriousness of issues raised, using Appendix 2: PIRSA Risk Matrix to assess whether the complaint necessitates further action. We may need to contact the customer to clarify details or for further information and we will inform them once an assessment has been made.

We investigate the complaint, impartially and confidentially. No assumptions will be 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.

We respond to the complaint within 21 business days of receiving it outlining our decisions, the reasons we arrived at the outcome and any action to be taken to resolve or remedy the complaint.

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We record the complaint so that we can identify any opportunities to continually improve our services to our customers.

A complaint about a specific division of PIRSA can be made directly to that division.

If a complaint involves multiple areas within our department, we will coordinate the complaint between these areas and ensure clear communication with the customer is also coordinated.

Where a complaint involves multiple organisations, we will work with the other organisations where possible to ensure that communication with the customer is clear and coordinated. Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint.

Where a complaint cannot be resolved within 21 business days of receiving it, we will provide the customer with an interim response along with a timeframe of when they can expect a full response.

Our process for managing complaints is underpinned by the PIRSA: Complaints and Customer Services Principles.

3.2 *Escalating a complaint*

Our employees will aim to resolve the complaint and where this is not possible, we may escalate the complaint to a more senior officer within PIRSA for further investigation.

If the customer is not satisfied with the outcome of the complaint, they may seek external review of our decision or the complaint management process through Ombudsman SA.

3.3 *We commit to continuously improve our service*

By being open and transparent about the complaints we receive, we can continue to improve our service to meet the needs of our customers.

We will regularly review and monitor the complaints and feedback we receive. We will record the number and types of complaints and feedback received, the resolution outcomes, and the number and purposes for escalations.

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These will be reported to the Executive Team quarterly and included in the department's annual report. We will use this information to identify any trends or areas where we can make improvements.

3.4 *We commit to confidentiality*

We will ensure that complaints are managed confidentially and separately from any employee whose services or conduct is being complained about, in order to ensure that the complaint management process is independent and impartial, and free from any actual or perceived bias. We will take all reasonable steps to ensure that documentation is securely stored and not misused, and that personal information is handled in accordance with the Premier and Cabinet Circular PC 012 - Information Privacy Principles (IPPS) Instruction.

4. ROLES AND RESPONSIBILITIES

Role	Responsibilities
PIRSA Chief Executive	<ul style="list-style-type: none">• Approving the policy• Providing leadership for the management of the framework across PIRSA Divisions including their workgroups and employees.
Executive Directors / Directors / Managers	<ul style="list-style-type: none">• Implementing this policy within their area of responsibility (including communication, awareness and training)• Ensuring customer service complaint and feedback handling processes are implemented and maintained in accordance with this policy.• Providing information on customer complaints and feedback received for inclusion in reports submitted to PIRSA Executive every quarter and in the PIRSA annual report.• Acting as divisional 'service champions'. Someone who consistently demonstrates excellence in customer service, driving and promoting customer service excellence throughout PIRSA, and acts as a resource to other members of staff.

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Role	Responsibilities
Divisional Complaints Coordinators	<ul style="list-style-type: none">• Ensure the PIRSA Customer Feedback Register is used to record all customer complaints and all fields are populated.• Regularly reviewing the PIRSA Customer Feedback Register's contents to ensure it is kept up to date and that the required information is entered accurately.• Provide regular updates on customer complaint and feedback information to the Manager, Ministerial and Cabinet Coordination, Office of the Chief Executive every quarter.
Manager, Ministerial and Cabinet Co-ordination	<ul style="list-style-type: none">• Ongoing management of the policy (including feedback, review, document and records management requirements, updating versions and removal of revoked documents).• Providing policy and procedure advice and assistance, including interpreting requirements.• Evaluating, monitoring and reviewing the policy and associated documents.• Ensuring the PIRSA Customer Service Principles is published on the PIRSA Internet Corporate Policies website.• Conducting an annual review of the PIRSA complaints management system, including customer service complaints and feedback handling processes.• Compiling reports based on information relating to customer complaints and feedback received from business divisions for submission to PIRSA Executive every quarter and for the PIRSA annual report.

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5. DEFINITIONS

Term	Meaning
Complaint	An expression of dissatisfaction made to or about PIRSA, related to its products, services, employees or the handling of a complaint, where a response or resolution is explicitly expected or legally required.
Customer	Someone who has a relationship with, or is directly affected by, PIRSA; and who receives, or relies on, one or more of PIRSA's services or products.
Customer satisfaction	A customer's perception of the degree to which their requirements have been fulfilled. This satisfaction is determined by the quality and type of customer experience and by their expectations.
Customer Service Principles	Provides an opportunity to publicly document and pledge PIRSA's commitment to being a customer-focussed organisation. This statement is a form of mission, dedicated to customers.
Feedback	An opinion, comment or expression of interest or concern, made directly or indirectly, explicitly or implicitly to or about a Division or PIRSA, about its products, services, employees or its handling of a complaint. A response is not explicitly or implicitly expected or legally required. Feedback can be either positive or negative.

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6. RELATED DOCUMENTS

- [PIRSA Customer Service Principles](#)
- Australian Standard ISO 10002—2018 Customer Satisfaction - Guidelines for Complaints Handling in Organisations
- [Code of Ethics for the South Australian Public Sector](#)
- [SA Department of Premier and Cabinet Circular PC013 - Annual Reporting Requirements](#)
- [SA Department of Premier and Cabinet Circular PC039 - Complaint Management in the South Australian Public Sector](#)
- [Public Interest Disclosure Act | Office of the Commissioner for Public Sector Employment](#)
- [SA Department of Premier and Cabinet Circular PC012 - Information Privacy Principles \(IPPS\) Instructions](#)

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APPENDIX 1: PIRSA BUSINESS UNIT CONTACTS

PIRSA General

Online: https://www.pir.sa.gov.au/contact_us

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

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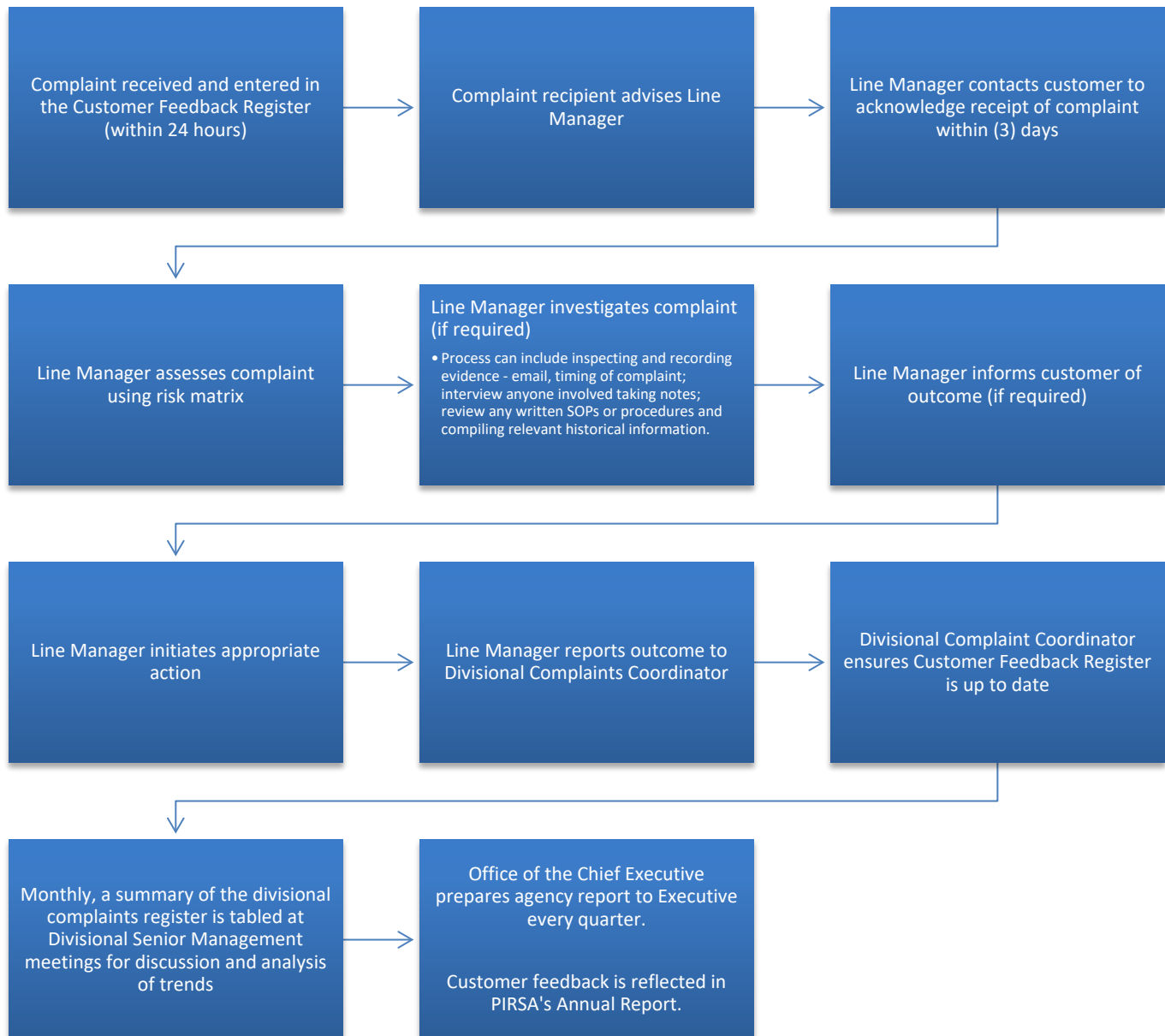
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APPENDIX 2: PIRSA COMPLAINT HANDLING PROCESS



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APPENDIX 3: PIRSA RISK MATRIX

Consequence Criteria - Agency

Impact	Consequence				
	Maximum plausible worst-case scenario (impact/consequence) should controls not operate as intended				
	1 Insignificant <i>Consequences are unimportant or not material for department</i>	2 Minor <i>Consequences are relatively unimportant or small scale</i>	3 Moderate <i>Consequences are important or significant for department</i>	4 Major <i>Consequences are very serious or very significant</i>	5 Catastrophic <i>Consequences are extremely serious or disastrous</i>
People <i>Includes management of people including attraction and retention of key staff</i>	No Injuries	Injury requiring first aid	Small scale injury or sickness	Extensive injuries or loss of life	Multiple loss of life
Financial <i>Includes financial loss (dollars) and asset loss (plant & equipment, buildings, motor vehicles etc.) to within annual budgeted levels.</i>	Small financial loss that can be absorbed (e.g. 1% of division's monthly budget)	Financial loss requiring reprioritisation and/or reallocation of available funds. (e.g. 2% of division's monthly budget)	Significant financial loss requiring special allocation of funds (e.g. 5% of division's monthly budget)	Huge financial loss with major departmental impact. (e.g. 10% of division's monthly budget)	Disastrous financial loss with severe departmental or State impact (e.g. 15% or more of division's monthly budget).
Departmental Activities and/or Service Delivery <i>Impact on continuation of delivery of services at levels normally expected and or within annual budgeted levels.</i>	Insignificant disruption to the department's core services Minimal short term inconvenience to customers (less than one hour)	Minimal disruption to the department's core services Customers inconvenienced (more than one hour but less than one day)	Significant disruption to the department's core services Customers significantly inconvenienced (days)	Severe disruption to the department's core services Continuing difficulties in servicing customers over a protracted period (weeks)	Long term disruption or permanent loss of the department's capability to provide core services or provide services to customers.
Political and Reputation <i>Negative publicity impact regarding business practices that may expose the Agency to litigation, financial loss and decline in trust when dealing with customers and the community.</i>	No significant adverse impact on the department's reputation	Limited damage to the department's reputation	Significant adverse impact on department's reputation with adverse media publicity. Serious questions in Parliament.	Major adverse impact on department's reputation. Significant adverse media publicity. Possible review of the administration of the department.	Extensive damage to department's reputation. Significant and sustained adverse media coverage. Potential Parliamentary enquiry.
Compliance <i>Non-compliance with regulatory requirements and the need to take action to ensure compliance such as education, enforcement, prosecution and/or other tools to change behaviour.</i>	No breach of PIRSA's compliance requirements	Minor legal issues and non-compliances and breaches of legislation	Serious breach of regulations with investigations/report on responsible authority with prosecution powers	Major breach of statutory obligations with misinterpretation of legislation / subsequent investigation into PIRSA	Breach of statutory obligations/misuse of power leading to legal action, fines, prosecution
Environmental <i>Includes actual or potential threat of adverse effects on living organisms and environment by effluents, emissions, wastes, resource depletion, etc.</i>	Insignificant or unintended impact on the environment	Minimal unintended impact on the environment	Significant unintended impact on the environment	Severe unintended impact on the environment	Long term or permanent damage to the environmental viability of the impact area

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Consequence Criteria – Project

Impact		Consequence				
		1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
Project	Time	Insignificant impact on project milestones	Minimal impact on project milestones	Significant impact on project milestones	Severe impact on project milestones	Vital or legislative deadlines not met
	Project Deliverables	Meets majority of requirements	Some project requirements not met	A number of key requirements not met	Significant requirements not met	Major deficiencies with project deliverables
	Cost	Justifiable additional costs that can be absorbed in the project's budget	Additional costs requiring reprioritisation and/or reallocation of available funds	Additional costs (> 15%) requiring submission for supplementary funding	Significant additional costs (>25% of the approved budget)	100% of budget expended without achieving any key deliverables

Likelihood

Impact		Consequence				
		1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
Likelihood	Almost Certain <i>Is expected to occur in most circumstances. Will occur at least once per month >1 in 10</i>	LOW	MEDIUM	HIGH	EXTREME	EXTREME
	Likely <i>Will probably occur in most circumstances Will occur at least once per year >1 in 10 - 100</i>	LOW	MEDIUM	HIGH	HIGH	EXTREME
	Possible <i>Might occur sometime Will occur once every 2-5 years >1 in 100-1000</i>	LOW	MEDIUM	MEDIUM	HIGH	HIGH
	Unlikely <i>Could occur at sometime Will occur once every 5-20 years >1 in 1000-10000</i>	LOW	LOW	MEDIUM	MEDIUM	HIGH
	Rare <i>May occur in exceptional circumstances Will occur once every >20 years >1 in 10000 – 100000</i>	LOW	LOW	LOW	MEDIUM	HIGH

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7. DOCUMENT INFORMATION

RISK ASSESSMENT

Date	Risk Rating	Risk Assessment Evaluation
8/12/2022	Low	Low risk of compliance failures.

REVISION RECORD

Date	Version	Revision description
30/03/2010	1.0	Version approved by PIRSA Chief Executive.
14/02/2012	2.0	Contact and responsible position details updated and other minor edits incorporated
17/12/2013	3.0	Contact, SASP Target and responsible position details updated. Edited to reflect single Customer Service Charter and divisional reporting requirements.
14/06/2016	3.1	Policy reviewed with minor updates to contact details and reference to procedure
13/05/2019	4.0	Policy reviewed and approved by PIRSA Chief Executive
8 /12/2022	5.0	Policy revised and approved as part of PPGS Review Update. Approved by Chief Executive.
24/07/2023	5.1	Policy revised and approved.

DOCUMENT CONTROL

PPGS Owner	Office of the Chief	PPGS Risk	Low	Review Cycle:	3 Years
Workgroup:	Executive	Rating			
PPGS Owner	Ann Barclay	PPGS	Chief Executive	Objective	A5549067
Name:		Executive:		Document No:	
PPGS Owner	General Manager	Date	24 July 2023	Status:	Approved
Title:		Approved:			
		Next Review	24 July 2024	Security	Public
		Date:		Classification:	

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