

MEDIA STATEMENT



4th Floor Dumas House
2 Havelock Street
WEST PERTH WA 6005

3 December 2008

Media Contact: Sandra Devahasdin
Mobile: 0424 184 501
Fax: 9322 5664

AUDITOR GENERAL FINDS COMPLAINTS MANAGEMENT PROCESS LACKING

Complaints are a barometer of how effectively a service organisation is performing. Good business practice requires service organisations to have appropriate systems in place to effectively measure and manage complaints so that they can continually strive for improved performance.

In a report tabled in Parliament today the Auditor General Mr Colin Murphy focused on how Western Australia's three major shared service centres (SSCs) were dealing with complaints and to what extent they were improving their services by learning from the process.

The study found all three SSCs to be lacking in this area. None of the three SSCs were able to provide basic information including the volume, nature and time taken to resolve complaints. Mr Murphy found a number of reasons for this including the fact that:

- none of the SSCs could adequately define, identify and capture complaints
- none of the parent agencies had developed clear processes and policies for handling complaints specific to their SSCs. While all three agencies have a formal complaints process, in each case this focused on dealing with complaints about their core business and not with their SSC's role as providers of corporate services
- only one SSC had a complaints management system that was accessible to all their clients
- review of processes and analysis of complaints data by SSCs is either non-existent or inadequate, largely due to insufficient data collection and poor recordkeeping.

Mr Murphy was concerned about these shortcomings stating, "Because of these weaknesses agencies may not be identifying potential business improvement opportunities or meeting client needs as effectively and efficiently as they could." He further stated that whilst the report focused on selected agencies and specific issues, the matters had broad relevance across government and he encouraged all agencies to consider the issues and lessons contained in this report.

ENDS