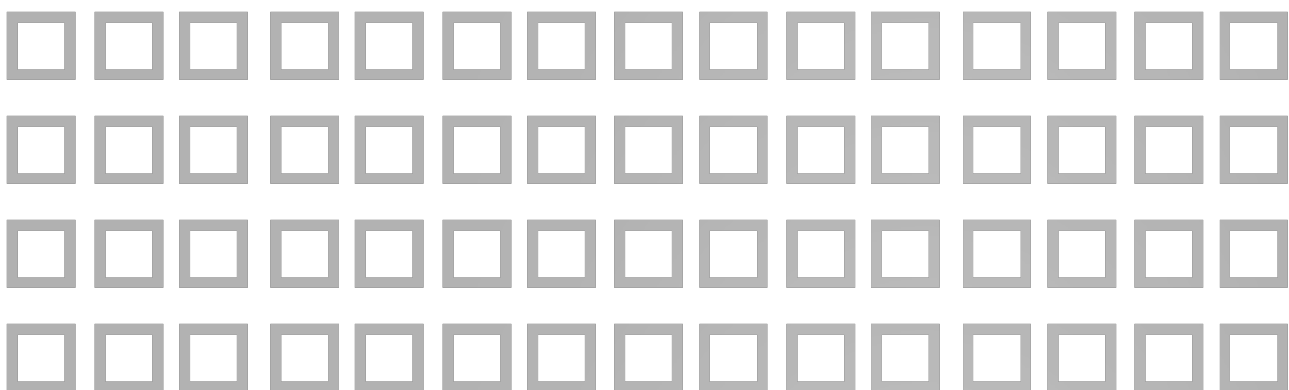


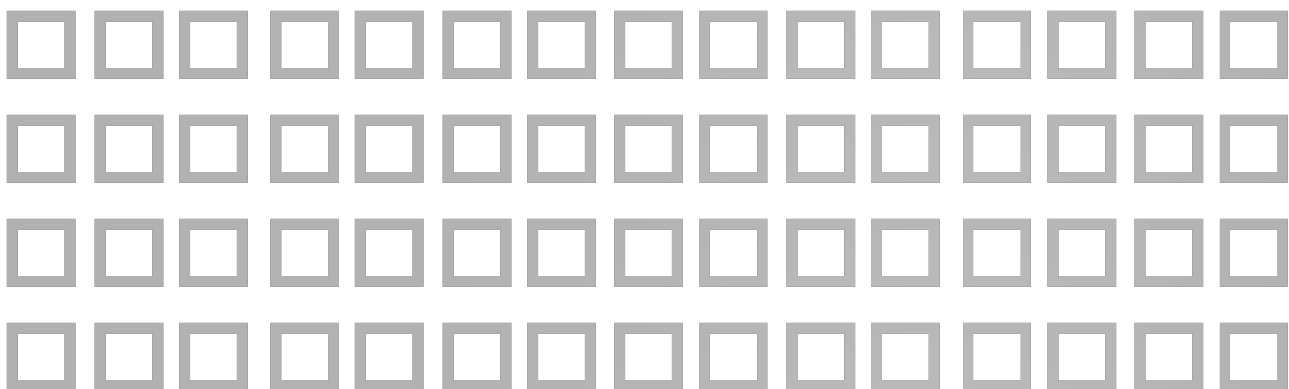
Elections ACT

ACT ELECTORAL COMMISSION OFFICERS
OF THE ACT LEGISLATIVE ASSEMBLY



Complaints and feedback policy

February 2024



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Introduction

The ACT Electoral Commission is an independent statutory authority established under the *Electoral Act 1992* (Electoral Act). The operating title for the office of the Commissioner and the Commissioner's staff is Elections ACT.

Our purpose is to deliver trusted, transparent, secure and accessible electoral services. Our values are respect, integrity, collaboration, innovation, independence, impartiality and accountability.

Aim

This document outlines the scope, principles, procedures and responsibilities for the management of complaints and feedback received by Elections ACT.

Scope

This policy applies to:

- feedback - a suggestion for improvement or a compliment
- service complaints - related to a process, performance, policy or service deployed by us
- electoral complaints - alleging a breach of the *Electoral Act 1992*

This policy does not apply to allegations in relation to section 297A - Misleading electoral advertising, covered separately under our [Misleading Electoral Advertising Policy](#).

This policy does not apply to:

- appeal decisions
- judicial decisions
- internal staff complaints
- panel selection grievances
- matters relating to the *Public Interest Disclosure Act 2012*, where disclosures will be handled under Elections ACT's [Public Interest Disclosure procedure](#).

Matters concerning the conduct and practice of public officers and public authorities, specifically corruption, misconduct and maladministration should be reported to the [ACT Integrity Commission](#).

Principles

We will apply our purpose and values and the following principles in enacting this policy:

- Responsiveness – responding within target timelines within our capacity and keeping all stakeholders informed of progress and outcomes
- Confidentiality – in line with our [Privacy Policy](#)

- Fairness – in line with our values of respect, integrity and impartiality

Procedures

Who can make a complaint?

Complaints and feedback may be made by any person or representative of an organisation. A person may, in writing, authorise another person to lodge and handle a complaint on their behalf.

Lodging a complaint or feedback

Complaints must be made in writing and supported by appropriate evidence (see Responsibilities).

Complaints can be lodged with Elections ACT:

- Online: www.elections.act.gov.au/about_us/contact_details
- By post: GPO 172, Canberra City ACT 2601
- By email: elections@act.gov.au
- Lodged in person: Nara centre, 5 Constitution Avenue, Canberra City

If a person requires assistance when making a complaint, they may call Elections ACT on 02 6205 0033.

Feedback can be provided in the same manner as complaints, or by calling Elections ACT on 02 6205 0033.

Acknowledgement

We will acknowledge all complaints and feedback where contact information has been supplied within two business days.

Investigation

We will investigate complaints within our responsibilities and keep you informed. We may request information and evidence from complainants, respondents and other parties to finalise a matter. If deadlines for these requests are not met, we may make a determination without the information or may close the complaint without further investigation.

Resolution

We will endeavour to resolve service complaints at the first point of contact with the complainant and within five business days of acknowledgement.

We will endeavour to resolve electoral complaints as early as practicable and within five business days of acknowledgement.

We will be clear about our process and resolution timeframes. We will update complainants about how their complaint is being addressed to avoid unnecessary escalation. If the complexity of a complaint means it cannot be resolved within the stated five business days, we will advise the expected timeframe and keep the complainant updated.

We may take any action available under the *Electoral Act 1992* as deemed appropriate to effectively deal with a complaint within the context of the legislative timeframes of elections.

Following an electoral event, the Commissioner will make a determination as to whether any complaints received will be referred for prosecution.

Referral

Some submissions may not be within our responsibility or capacity to resolve. In these cases, we will do our best to find the information for you or refer you to the agency that can help.

Responsibilities

Elections ACT

The Electoral Commissioner is responsible and accountable for the operation of this policy.

The Deputy Electoral Commissioner provides operational oversight and enactment of this policy.

The Complaints Manager is responsible for establishing and managing the Elections ACT feedback and complaint management system including, recording and tracking all feedback and complaints. The Complaints Manager will liaise with complainants as well as internal and external respondents to ensure timely and appropriate resolutions. The Complaints manager will provide regular reports to the Deputy Electoral Commissioner on issues arising from feedback and complaint handling.

Complainants or providers of feedback

To allow us to best understand or investigate your complaint or feedback, the following information is needed:

- Customer name - your full name or the name of the group/organisation making the submission.
- Contact details - your contact details such as email address, postal address or telephone number. You must provide an email or postal address for us to be able to respond to you.
- Details of your feedback or complaint - details of your suggestion or compliment, or a description of the issue you are concerned about including dates, times, locations and the staff you interacted with if known.
- Desired outcome - an indication of the outcome or resolution you are seeking.
- Any supporting documents - supporting documents such as photographs, notices, letters or anything you think is relevant to our investigation.

Review

We will review the management of all complaints and feedback after each electoral event and annually. Outcomes will inform amendments to this policy and included within the corresponding election report, tabled in the Legislative Assembly where relevant and published on the Elections ACT website.

Glossary

Complainant

The person making the complaint to Elections ACT.

Electoral complaint

A complaint alleging a breach(es) of provisions of the *Electoral Act 1992*

Respondent

The person or organisation the complaint is made about.

Services compliant

A complaint related to a process, performance, policy or service deployed by Elections ACT

Workflow

