

Sydney Olympic Park Authority Policy

Policy Name	Feedback and Complaints Policy
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Business Unit	Place Management
Officer Responsible	Senior Manager, Place Activation & Strategy
Approving Officer	Chief Executive Officer
Date of Approval	

Version	Review	Date	Approved by
1		1 March 2009	
2	Susan Skuodas	21 March 2013	
2.1	Reviewed by EM, Community Engagement & Communications	January 2014	
2.2	Reviewed by EM, Community Engagement & Communications	January 2015	CEO
2.3	Reviewed	June 2018	
2.4	Reviewed by Senior Manager, Place Activation & Strategy	September 2019	Director, Place Management

FEEDBACK AND COMPLAINTS POLICY

Introduction

Sydney Olympic Park Authority's Feedback and Complaints Policy has been developed to provide a framework for receiving and responding to feedback and complaints from the public as a means of improving customer service in all areas of the Authority's operations.

Sydney Olympic Park Authority's Commitment

Sydney Olympic Park Authority values positive and negative feedback from the community and is committed to resolving complaints effectively.

Positive feedback demonstrates that the public values the services being provided by the Authority. It is important to register positive feedback and pass this information on to relevant decision-makers, managers and staff within the Authority.

Dealing with negative feedback and complaints effectively is also beneficial for Sydney Olympic Park Authority, as:

- issues are addressed promptly and do not escalate
- there is the potential to reduce complaints in the future
- potential areas of concern are highlighted and, where necessary, improvements can be made.

The expression of a complaint provides an opportunity for the Authority to demonstrate its commitment to customer service by professionally addressing the specific needs of the complainant and identifying deficiencies in its current delivery programs.

Definition of Complaints

A complaint is any expression of dissatisfaction or feeling of unhappiness with the Authority's:

- policies and procedures
- employees or service providers
- fees and charges
- quality and range of services, facilities and public spaces.

The following are not considered complaints under this policy:

- a request for information or a service
- a report that an asset requires repair / maintenance
- a complaint about an event, service or business for which the Authority is not responsible.

The public have the right to complain about anything that they deem is unfair or which makes them unhappy, and to have their complaint handled fairly and efficiently.

Feedback and Complaint Handling System

Sydney Olympic Park Authority's feedback and complaint handling system is accessible to the public and is user-friendly. Feedback and complaints can be registered with the Authority through the general enquiry contact options:

Telephone: (+61 2) 9714 7888

Email: enquiries@sopa.nsw.gov.au

Website: www.sydneyolympicpark.com.au/Contact-Us

Facebook: www.facebook.com/SydneyOlympicPark

Feedback may also be lodged in person with Authority staff working in the public domain.

All staff should be prepared to accept feedback and complaints from the public, whether provided verbally or in writing, and ensure that they are passed on to the appropriate staff member for further action.

Feedback and Complaint Handling and Reporting Procedures

Feedback and complaints can vary in their complexity and two levels of handling have been identified - informal and formal.

Feedback and complaints will be recorded and actioned by the Place Management or Venues Management, with the assistance of relevant business units.

Staff involved in handling feedback and complaints are to treat all information as confidential. This means that the name or identity of the person complaining, and any other private information, will only be given to people who need to know in order to effectively deal with the issue.

1 Informal

This involves simple and straightforward feedback and complaints that may be expressed to any member of staff by the general public. Informal feedback and complaints are often verbal and, where possible, the Authority's staff should endeavour to resolve the issue immediately through active listening, objectivity and good communication.

Feedback and complaints taken in the public domain during event times, should be referred to the Sydney Olympic Park Operations Centre for immediate action.

If the matter cannot be resolved promptly, the staff should refer the matter to their manager and, where possible, document as much detail as possible in order to investigate the matter appropriately and for record keeping purposes. Records should be shared with the Place Management or Venues Management team to be lodged. .

2 Formal

Formal feedback and complaint handling often refers to more complex or serious matters. Any feedback and complaints of this nature should be referred to the Senior Manager, Place Activation & Strategy or Senior Manager, Venues Customer Strategy and Programs for appropriate action and referral to senior managers, as necessary.

The Authority will respond to feedback and complaints within one working day with an interim or detailed response. Where more detail is required further responses are to follow in a time that is indicated to the customer (variation is based on the depth of enquiry). Where necessary, regular reports about how the matter is progressing should be provided to the person who provided the feedback or complaint.

In cases where a feedback or complaint has been provided verbally, the Authority will endeavour, in the first instance, to provide a verbal response.

3 Documentation and Reporting

In all cases, feedback and complaints should be brought to the attention of the Place Management or Venues Management team and documented with relevant information about action taken.

Verbal feedback and complaints must be documented in writing via email or handwritten form to ensure that sufficient information is received to process the complaint and respond. Copies of feedback and complaints (including electronic mail, letters, website enquiries, social media and Feedback and Complaints Registration Forms) are to be included in official file records, in accordance with the Authority's Records Management and Corporate Information Services Policy and Standards (Record No. POL03/2.1).Needs to include social media / website queries

All feedback and complaints will be registered in a central database. The Place Management team will prepare regular reports on feedback and complaints, which will be submitted to the senior leaders within the Authority.

4 Staff Responsibilities and Training

All staff are required to be aware of the content of this policy and the means by which feedback and complaints are to be handled within the Authority.

Managers will ensure that all staff are familiar with their role in customer service and are trained to deal with customer feedback effectively.

Enquiries

Any enquiries in relation to the Feedback and Complaints Policy should be directed to the Senior Manager, Place Activation & Strategy on 9714 7920.