



ACT
Government

Chief Minister and Treasury

COMPLAINT HANDLING

The Chief Minister and Treasury Directorate (CMTD) is committed to providing high quality, professional services and policy advice to ACT Government, and through it, to the citizens of Canberra.

We consider compliments or complaints as a way of both assessing and improving our performance. We will respond to requests for advice and prepare responses to correspondence in a timely manner at all times.

Should you have a complaint or compliment about the services, policies, or processes of CMTD, or the behaviour of a Directorate employee, there are a number of ways that you can contact us:

- In writing;
- By email; or
- By telephone.

Postal Address:

Mr Chris Cole
Manager,
Corporate Governance
Chief Minister and Treasury Directorate
GPO Box 158
Canberra ACT 2601

Email Contact: cmtd.webmaster@act.gov.au

Phone Contact: +61 2 6207 5883

Complaints Process

In response to a complaint, CMTD will:

- Acknowledge receipt of the complaint promptly.
- Assess the complaint and assign a priority.
- Investigate the complaint to determine the facts and options for resolution.
- Keep the complainant informed of progress.
- Formally respond to the complainant.
- Advise on options for internal and external review if the complainant remains dissatisfied with the response.
- Consider if there are any systemic issues that warrant further attention.

We will respect the confidentiality of personal information and use it only in accordance with the *Privacy Act 1998* and other related legislation.