



ACT
Government

Chief Minister and Cabinet

COMPLAINT HANDLING

The Chief Minister and Cabinet Directorate (CMCD) 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 CMCD, 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 Cabinet Directorate GPO Box 158 Canberra ACT 2601
Email Contact:	cmcd.webmaster@act.gov.au
Phone Contact:	+61 2 6207 5883

Complaints Process

In response to a complaint, CMCD 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.