

Tabled by Senator Schoech +
Mon. 18/2/02 at
Edmister hearing

ATTACHMENT

Recommendations by the Commonwealth Ombudsman consequent on his Own Motion Investigation of NGA's Complaint Handling Processes.

- 1) The NGA should commit to creating an environment where complaints are seen as opportunities to improve as opposed to criticisms to be avoided.
- 2) The NGA should provide training to ensure that staff responsible for complaint handling understand their obligations of fairness to both complainants and the subjects of complaint, including prompt notification to both of the outcome of any investigation.
- 3) The NGA should revise complaint handling procedures to provide greater access for staff to independent review in those instances where the internal complaint handling system is not appropriate.
- 4) The NGA's current review of complaint handling processes should include staff consultation.
- 5) The NGA should ensure that the complaint handling system is promulgated widely amongst staff and easily accessible for all staff.
- 6) The NGA should provide training to ensure that those staff responsible for handling complaints can properly identify complaints and are aware of their obligations under the established complaint handling system.
- 7) The NGA should make better use of structures such as the Managers' Meeting, the OH&S Committee and the Gallery Consultative Committee for the identification of systemic issues.
- 8) The NGA should remind officers responsible for the handling of complaints of their obligations to maintain documentation of both the complaints received and their actions in relation to them.
- 9) The NGA should consider the use of a designated officer to monitor and review the complaint handling system.
- 10) The NGA should include public complaints statistics in the Annual Report.
- 11) The NGA should consider a review of record-keeping and file maintenance practices and procedures and should remind staff of their obligations under the Archives Act.
- 12) The NGA should review contract management practices and procedures in relation to employment and engagement of staff to ensure that all staff are aware of the basis of their employment/engagement.
- 13) The Director should inform the NGA staff of the aforementioned recommendations and also inform the staff of the action the NGA intends taking to comply with the recommendations.