

**Senate Finance and Public Administration Committee
—Budget Estimates May 2009**

Answers to Questions on Notice

Parliamentary Portfolio, Department of Parliamentary Services

Topic: Record of complaints

Question P7, Hansard reference F&PA 31

Date for the return of answer: 10 July 2009

Senator BERNARDI—If we go to 2020: when I said before that I am a user of the 2020 service, quite frequently it is to ask them questions and clarifications for assistance. That is not regarded as a complaint, is it?

Mr Kenny—No, that is what they are there for. But we do record statistics where people make complaints about some aspect of the service that they are unsatisfied with.

Senator BERNARDI—Have you maintained a record of those complaints for some years?

Mr Kenny—Yes, we would have stats going back a fair bit.

Senator BERNARDI—I would be interested in the last couple of years, if you do not mind—

Mr Kenny—We will take that on notice.

Senator BERNARDI—getting them in regard to things like cleaning, the services through 2020 and things of that nature. In what other areas do you maintain these records? ... And the Parliamentary shop, I guess there are records on that as well?

Mr Kenny—The visitor services people do keep records, and the facility staff keep records as well. We will take on notice a detailed response.

Answer

1 A table is provided over the page, setting out statistics on complaints received by various DPS service areas over the last two to three years.

Q P7: complaints to DPS

Service/Area	Year	Complaints	As at	Comments
	2006-07 2007-08 2008-09	5 1 1	30May09	
DPS Client Support area (2020)	2006-07 2007-08 2008-09	33 58 41	25May09	54,143 (total calls received) 51,948 43,399
<u>Broadcasting:</u> number of complaints recorded in the last three years	2006-07 2007-08 2008-09	7 4 2	31Mar09	Complaints directed to or received by Broadcasting Content are analysed to determine if they apply to the section. If not, they are forwarded to the appropriate section or organisation. Once any issue is resolved, valid complaints are filed in an official DPS file and are reported in the annual report.
<u>Hansard:</u> number of valid complaints recorded in the last three years	2006-07 2007-08 2008-09	5 2 5	15Jun09	For Hansard, critical feedback is counted as a complaint, especially regarding service failures, such as late delivery, technical problems experienced, etc. Corrections, such as pinks, greens and committee corrections, may be counted as errors, but are not counted as complaints unless they relate to a broader service failure or are couched as a complaint about Hansard policy, procedures or actions. General suggestions for improvements are also not normally counted as complaints.
Parl. Security Service	2006-07 2007-08 2008-09	2 6 3	23Jun09	
Catering (IHG and W Catering)	2008 2009	10 5	ytd	Complaints specifically on catering issues are made via email to catering.feedback@aph.gov.au .
Cleaning (Internal and External)	2008 2009	78 32	ytd	Facilities Management keeps records of complaints for contracting services such as: cleaning, pest control, sanitary services, catering, audio visual services, Nurses Centre, Health and Recreation Centre, Visitor Services and The Parliament Shop. Complaints are made via phone to Facilities Management on x5069 or email to facilities.management@aph.gov.au
Sanitary Waste	2008 2009	5 5	ytd	
Pest Control	2008 2009	1 0	ytd	
Nurses Centre	2008 2009	0 0	ytd	
Health and Rec. Centre	2008 2009	1 1	ytd	
The Parliament Shop	2008 2009	0 0	ytd	
Guide Service	2008 2009	11 12	ytd	
Audio Visual	2008 2009	1 1	ytd	Complaints specifically about Visitor Services, incl. The Parliament Shop and Guides Service are made by phone to x5085 or via email to visitor.services@aph.gov.au