

s22 (out of scope)



## Australian Government Services Australia

### Recording complaints and feedback in the Customer Feedback Tool 104-03070000

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#### Background

s22 (out of scope)

This document outlines how to record customer complaints, compliments and suggestions in the Customer Feedback Tool (CFT). This is for Centrelink and Medicare staff.

**Note:** customer and non-customer is referred to as 'customer' throughout the complaints suite of Operational Blueprint files.

#### About the CFT

The CFT:

- records customer complaints, compliments and suggestions
- is accessed through Customer First
- uses a guided procedure (step-by-step process) to record feedback
- captures the 'customer voice' by applying language the customer is likely to use
- allows staff to finalise or refer work to the appropriate business area
- clearly separates individual feedback items and stores them against the customer record (where not anonymous) in the respective service delivery brands
- s47E(d)
- utilises Workload Management (WLM) functionality for Centrelink feedback



The CFT is not used by Child Support. The [Staff Feedback Tool](#) is to be used to give staff-to-staff internal or interdepartmental feedback.

#### Online customer feedback webforms


- Online customer feedback webforms allows customers to lodge complaints, compliments or suggestions at any time
- On submission, non-anonymous customers are given a Feedback ID. This tracks the status of their feedback

- Submitted online feedback creates a new feedback record in the CFT

### Unauthenticated webform

-  Centrelink customers without a Centrelink Online Account can access the (unauthenticated) webform through the [Submit a complaint or provide feedback online](#) page on the Services Australia website
-  Medicare customers can access the (unauthenticated) webform through the [Submit a complaint or provide feedback online](#) page on the Services Australia website, or through their Medicare Online Account
- Customers can choose to remain anonymous when lodging feedback through the unauthenticated webform
- Staff may link the feedback record created through the submission of unauthenticated online feedback to the customer record once authentication processes have been successfully completed

### Authenticated webform

-  Centrelink customers can access the (authenticated) webform through their Centrelink Online Account
- Authenticated feedback will be linked to a customer record
- Customers can choose to remain anonymous when lodging feedback through the authenticated webform. No identifying details will be recorded and the feedback will not be linked to a customer record

s47E(d)

s47E(d)

. The [Resources](#) page contains a link to s47E(d) .

The [Resources](#) page contains links to:

s47E(d)

- the Customer Feedback Tool
- Staff Feedback Tool intranet pages
- Workload Management resources
- Complaints and Feedback resources
- The Writing Guide
- Preferred terms for Services Australia
- Determining primary reason for feedback examples

### Contents

[Requesting access to the Customer Feedback Tool](#)

#### **Related links**

[Managing complaints and feedback](#)

[Level 1 -Manage complaints and feedback](#)

[Level 1 - Online customer feedback](#)

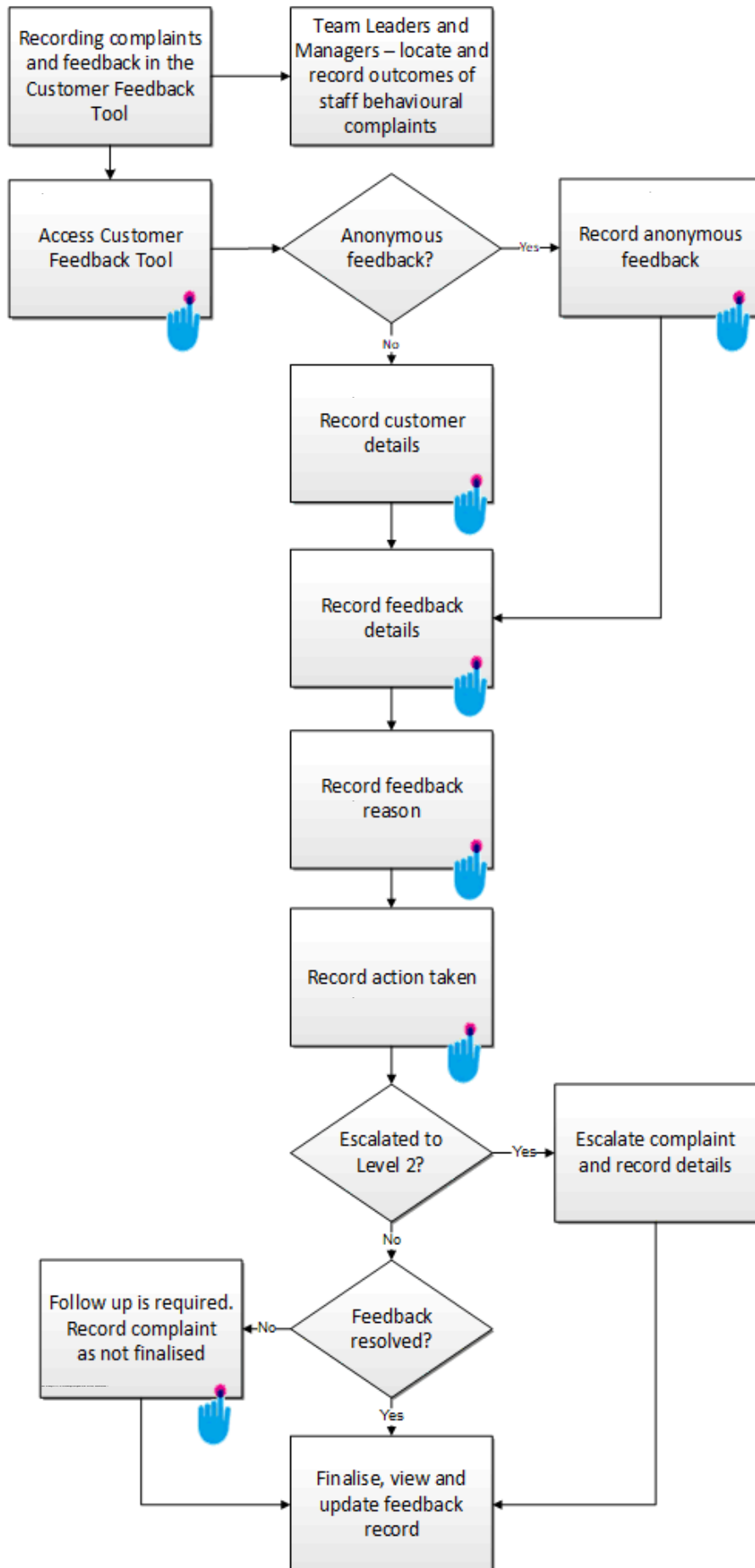
[Level 2 complaints](#)

#### **Process Summary**

#### **Flowchart**

#### **Recording Centrelink and Medicare complaints in the Customer Feedback Tool**

**Note:** [a text based version of the following process summary image is available.](#)



## Process

This document outlines how to record customer complaints, compliments and suggestions in the Customer Feedback Tool (CFT). This is for Centrelink and Medicare staff.

**Note:** customer and non-customer is referred to as 'customer' throughout the complaints suite of Operational Blueprint files.

### On this page:

[Start recording the feedback in the CFT](#)

[Record outcome of feedback when resolved at first point of contact](#)

[Follow up complaint when not resolved at the first point of contact](#)

### Start recording the feedback in the CFT

Table 1

Step	Action
1	<p><b>Checks before recording feedback</b> + Read more ...</p> <p><b>Before</b> recording feedback check the:</p> <ul style="list-style-type: none"> <li>• s47E(d) (Centrelink) or</li> <li>• s47E(d) (Medicare)</li> </ul> <p>Review any open feedback items.</p> <p>If open feedback for the same issue exists, and was lodged by the same person, take ownership of the current open item. <b>Do not</b> create another feedback record.</p>
2	<p><b>Details about the CFT</b> + Read more ...</p> <p>s22</p> <p>Feedback records are subject to Freedom of Information (FOI).</p> <p>s47E(d)</p> <p>For:</p>

	<ul style="list-style-type: none"> <li>• Centrelink staff, <a href="#">go to Step 3</a></li> <li>• Medicare staff, <a href="#">go to Step 4</a></li> </ul>
3	<p><b>Centrelink staff</b> + Read more ...</p> <p>s47E(d)</p> <p>s47E(d)</p> <p>If recording anonymous feedback, <a href="#">go to Step 5</a>.</p> <p>If recording feedback from a customer or authorised representative, <a href="#">go to Step 6</a>.</p>
4	<p><b>Medicare staff</b> + Read more ...</p> <p>Feedback is recorded directly into the CFT.</p> <p>s47E(d)</p> <p>s47E(d)</p> <p>To record:</p> <ul style="list-style-type: none"> <li>• anonymous (unidentified) feedback, <a href="#">go to Step 5</a></li> <li>• identified feedback, <a href="#">go to Step 6</a></li> </ul>
5	<p><b>Record anonymous feedback</b> + Read more ...</p> <p>In the s47E(d), record:</p> <ul style="list-style-type: none"> <li>• s47E(d) the channel used to provide the feedback</li> <li>• s47E(d) the date the feedback was provided (defaults to today's date)</li> <li>• s47E(d)</li> </ul> <p>If follow up contact is required, or the person providing the anonymous feedback asks to be contacted and gives their details, s47E(d)</p> <p>s47E(d)</p>

	<ul style="list-style-type: none"> <li>Record customer contact details in the relevant fields</li> </ul> <p><a href="#">Go to Step 7.</a></p>
6	<p><b>Record customer details</b> + Read more ...</p> <p>If <b>multiple feedback issues</b> are identified create new feedback entries for each item.</p> <p>For example:</p> <ul style="list-style-type: none"> <li><b>Complaint</b> and <b>Complaint</b> - the complaints may be different business areas - e.g. a claim delay and the phone wait times. Each individual feedback needs to be attributed to the business area it is about</li> <li><b>Complaint</b> and <b>Compliment</b></li> <li><b>Complaint</b> and <b>Suggestion</b></li> </ul> <p>Feedback must be lodged on the record of the person who the feedback relates to. For example, if a nominee lodges a complaint on the customer's behalf, record on the customer's record. If the complaint relates to the nominee's experience, record on the nominee's record.</p> <p><b>Centrelink only:</b> access the customer's record <b>s47E(d)</b> . The <b>s47E(d)</b> will pre-populate with the customer details.</p> <p>In the <b>s47E(d)</b> , record:</p> <ul style="list-style-type: none"> <li><b>s47E(d)</b> the channel used to provide the feedback</li> <li><b>s47E(d)</b> the date the customer provided the feedback (defaults to today's date)</li> <li><b>s47E(d)</b> the appropriate option</li> </ul> <p><b>Medicare only:</b> <b>s47E(d)</b> record:</p> <ul style="list-style-type: none"> <li><b>s47E(d)</b></li> <li>Customer contact details in the relevant fields</li> </ul>
7	<p><b>Record feedback details</b> + Read more ...</p> <p>Before proceeding, check <b>s47E(d)</b> to see if there are instructions relating to the complaint.</p> <p>The CFT must be coded to reflect the primary complaint driver.</p> <p>Record the primary reason for the feedback. See <a href="#">Resources</a> for examples on how to determine the primary reason.</p>

	<p>Review the recording of the feedback before finalising. This may change after investigating and discussing the feedback with the customer.</p> <p>In the <b>s47E(d)</b> record the appropriate type <b>s47E(d)</b></p> <p>If the feedback is a:</p> <ul style="list-style-type: none"> <li>• <b>Complaint</b>, <a href="#">go to Step 8</a></li> <li>• <b>Compliment</b>, see <b>s47E(d)</b></li> <li>• <b>Suggestion</b>, see <b>s47E(d)</b></li> <li>• <b>General enquiry</b>, <b>s47E(d)</b></li> </ul> <p>For other general enquiries, see <a href="#">Table 2, Step 5</a> in Level 1 - Manage complaints and feedback.</p>
8	<p><b>Complaint Feedback details</b> + Read more ...</p> <p>Select appropriate reason for the complaint <b>s47E(d)</b> that reflects the primary driver</p> <ul style="list-style-type: none"> <li>• <b>s47E(d)</b> (complaint about the IVR, main business lines, wait times, hold music, etc)</li> <li>• <b>s47E(d)</b> (complaint about a Service Centre, wait time, appointment, other customers etc)</li> <li>• <b>s47E(d)</b> (complaint about an app, unable to assess online services, unable to complete a digital transaction etc)</li> <li>• <b>s47E(d)</b> (complaint about a claim, application or assessment process, <b>before</b> it has been finalised or a decision made)</li> <li>• <b>s47E(d)</b> (complaint <b>after</b> the claim process has been finalised, payment has been made, a consequence of a decision, or for non-claim assessment complaints)</li> <li>• <b>s47E(d)</b> (complaint about a debt, withholding, tax garnishee etc)</li> <li>• <b>s47E(d)</b> (complaint about a staff member)</li> <li>• <b>s47E(d)</b> (complaint about legislation, policy, procedure, eligibility, rules)</li> </ul>



	<ul style="list-style-type: none"> <li>• s47E(d) (complaint about details in a form, letter, report, email, brochure, Services Australia website, SMS or push notification)</li> </ul>
9	<p><b>Complaint details</b> + Read more ...</p> <p>s47E(d)</p> <ul style="list-style-type: none"> <li>• s47E(d)</li> <li>• For all other complaint issues, use the customer's own words as much as possible</li> <li>• Do not use inappropriate language s47E(d)</li> <li>• If the customer's behaviour is inappropriate or aggressive, see <a href="#">Customer aggression – Reporting and recording incidents</a> and <a href="#">Customer aggression - Escalating incidents</a></li> </ul> <p>See <a href="#">Level 1 - Manage complaints and feedback</a>. The <a href="#">Resources</a> page contains links to The Writing Guide and Preferred terms for Services Australia.</p>
10	<p>s47E(d) + Read more ...</p> <p>s47E(d)</p> <p>s47E(d)</p> <ul style="list-style-type: none"> <li>• s47E(d)</li> <li>• s47E(d)</li> </ul>
11	<p><b>Complaint resolution</b> + Read more ...</p> <p>Is further investigation or follow up required?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, feedback is not resolved, see <a href="#">Table 3</a></li> <li>• <b>No</b>, feedback is resolved; see <a href="#">Table 2</a></li> </ul>

**Record outcome of feedback when resolved at first point of contact**

Table 2

Step	Action
1	<b>Finalise feedback</b> + Read more ...

	s47E(d)
2	<p><b>Record the remedy sought by the customer</b> + Read more ...</p> <p>s47E(d), record:</p> <ul style="list-style-type: none"> <li>s47E(d) the category of action/s the customer is seeking. s47E(d) provide further detail about the outcome the customer is seeking to resolve their complaint</li> <li>s47E(d) the details of the outcome by the customer</li> </ul>
3	<p><b>Record the remedy provided to the customer</b> + Read more ...</p> <p>s47E(d) record:</p> <ul style="list-style-type: none"> <li>s47E(d) the category of the action/s taken. s47E(d) provide further details of this action</li> <li>s47E(d) the details of the outcome the customer was provided</li> <li>s47E(d) if the customer has provided feedback previously about the issue</li> <li>s47E(d)</li> <li>s47E(d)</li> <li>s47E(d) the date that acknowledgement of receipt of the feedback was provided to the customer. <b>Note:</b> this field auto populates if the source of feedback is 'phone'</li> <li>s47E(d) the method by which the complaint outcome was delivered</li> <li>s47E(d)</li> </ul>
4	<p><b>Validate and submit feedback record</b> + Read more ...</p> <p>The complaint entry must be checked for errors to ensure all mandatory fields have been completed.</p> <p>s47E(d)</p>

	<ul style="list-style-type: none"><li>• s47E(d) s47E(d)</li></ul> <p>The finalised complaint will display in the CFT. Give the Feedback ID number to the customer.</p> <ul style="list-style-type: none"><li>• s47E(d) s47E(d)</li></ul>
5	<div><div>s47E(d)</div><div>s47E(d)</div><div>s47E(d)</div><div>s47E(d)</div></div> <div>+ Read more ...</div>

	<p>s47E(d)</p> <p>Procedure ends here for Centrelink.</p> <p><b>Medicare only:</b></p> <ul style="list-style-type: none"> <li>• for anonymous (unidentified) feedback, procedure ends here</li> <li>• for identified feedback, <a href="#">go to Step 6</a></li> </ul>
6	<p>s47E(d) + Read more ...</p> <p>s47E(d)</p> <p>s47E(d)</p> <p>s47E(d)</p>
7	<p>s47E(d) + Read more</p> <p>...</p> <p>s47E(d)</p> <p>s47E(d)</p> <p>s47E(d)</p> <p>Procedure ends here.</p>

**Follow up complaint when not resolved at the first point of contact**

Table 3

Step	Action
1	<p><b>Record complaint as not finalised</b> + Read more ...</p> <p>s47E(d)</p> <p>s47E(d)</p>
2	<p><b>Record the remedy sought by the customer</b> + Read more ...</p> <p>s47E(d)</p> <p>s47E(d) record:</p> <ul style="list-style-type: none"> <li>• s47E(d) action/s the customer is seeking. s47E(d) detail about the outcome the customer is seeking to resolve their complaint</li> <li>• s47E(d) advising the details of the outcome sought by the customer</li> </ul>
3	<p><b>Update the remedy provided</b> s47E(d) Read more ...</p> <p>s47E(d) , record:</p> <ul style="list-style-type: none"> <li>• s47E(d) if the customer has provided feedback previously about the issue</li> <li>• s47E(d) further contact with the customer is needed. s47E(d) record the customer's contact details and any <b>Time not suitable for contact</b></li> <li>• s47E(d)</li> <li>• s47E(d) the date that acknowledgement of receipt of the feedback was provided to the customer. <b>Note:</b> this field auto populates if the source of feedback is 'phone'</li> </ul>
4	<p><b>Validate and submit feedback record</b> + Read more ...</p> <p>The complaint entry must be checked for errors to ensure all mandatory fields have been completed.</p> <p>s47E(d)</p>

	<p>s47E(d)</p> <p>The submitted complaint will display in the CFT. Give the Feedback ID number to the customer.</p> <p>s47E(d)</p>
5	<p>s47E(d) + Read more ...</p> <p>s47E(d)</p> <p>s47E(d)</p> <p>s47E(d)</p> <p>s47E(d)</p> <p>s47E(d)</p> <p>Wait for a response before proceeding.</p>
6	<p>s47E(d) (Medicare only) + Read more ...</p> <p>Medicare customer complaints reported in the CFT s47E(d)</p> <p>s47E(d)</p>

	<p>s47E(d)</p> <p>s47E(d)</p>
7	<p><b>Update the Complaint status</b> + Read more ...</p> <p>Access the Feedback entry.</p> <p>s47E(d)</p> <p>Staff can find the saved record in their:</p> <p>s47E(d)</p> <p>s47E(d)</p> <p>s47E(d) The <b>hold</b> date is the date the work item needs to present for follow up. This should not exceed 5 business days.</p> <p>See <a href="#">Table 5</a> in Level 1 - Manage complaints and feedback.</p>

## Resources

### Contact details

See the [Customer Feedback Tool](#) intranet page

[Customer Feedback Tool](#)

### Intranet links

[Customer Feedback Tool intranet page](#)

[Staff Feedback Tool intranet page](#)

[Customer complaints and feedback management](#)

[Complaints and Feedback training](#)

s47E(d)

[Preferred terms for Services Australia](#)

[The Writing Guide](#)

s47E(d)

## Customer First and Workload Management resources

[Customer First](#)

[Accessing and personalising Customer First](#)

[Workload Management](#)

[Work Optimiser](#)

## Services Australia website

[Our service commitments](#)

[Complaints and feedback](#)

[Submit a complaint or provide feedback online](#)

## Determining the primary driver examples

Table 1

Example	Description
1	The customer complained they had not received an expected payment. This was initially recorded as <b>payment not received</b> . After investigation it was determined the customer's payment was cancelled. The feedback must be re-categorised to <b>cancellation or suspension</b> , instead of payment not received, as the cancellation was the primary reason.
2	The customer complained about a service officer. After further discussion, the customer states they are dissatisfied with the outcome of their Disability Support Pension (DSP) claim, not the service officer who advise of the outcome. The primary driver is the complaint outcome, not the staff member.

## Attach a letter or email to the Customer Feedback Tool (Centrelink or Medicare)

This table describes the process Centrelink and Medicare staff use to attach a document to the Customer Feedback Tool (CFT).



s47E(d)

First, see [Attaching](#)[electronic documents to a Centrelink customer's record.](#)

Table 2

Item	Process
<b>Letter</b>	<b>Attach a letter to the CFT</b> To attach a letter to the feedback entry: s47E(d)
<b>Email</b>	<b>Attach an email to the CFT</b> To attach the email to the feedback entry: s47E(d)

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# Australian Government

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## Services Australia

### Complaints Index - Child Support 104-99999906

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#### Background

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This document outlines content related to investigating, recording and finalising complaints relating to Child Support.

#### A-Z

#### A-Z

[Anonymous Complaints \(CS\)](#)

[APS Code of Conduct \(CS\)](#)

#### Child Support

#### Anonymous Complaints (CS)

#### APS Code of Conduct (CS)

#### Anonymous Complaints (CS)

Customers have the choice to elect anonymity when lodging feedback via the online webform.

#### Investigate

Step	Action
1	Investigate issues raised in the webform.
2	See, Online Complaints for further information.

#### Record

Step	Action
1	<p>The below information will be already coded if the customer lodged the feedback online.</p> <p>s47E(d), record:</p> <ul style="list-style-type: none"> <li>s47E(d) the channel used to provide the feedback</li> <li>s47E(d) the date the feedback was provided (defaults to today's date)</li> <li>s47E(d)</li> </ul>
2	<p>If follow up contact is required or the person providing the anonymous feedback requests contact and provides their details, record s47E(d)</p> <ul style="list-style-type: none"> <li>Record customer contact details in the relevant fields</li> </ul>
3	<p>Ensure the coding schema reflects the customer's complaint, update if the information the customer input does not correctly match the complaint reason.</p> <p>s47E(d) record:</p> <ul style="list-style-type: none"> <li>s47E(d) the type of feedback (e.g. complaint, compliment, suggestion, general enquiry MED staff only)</li> <li>s47E(d) the service delivery brand relevant to the feedback</li> <li>s47E(d) the service type relevant to the feedback</li> <li>s47E(d) the service detail relevant to the feedback</li> </ul>
4	<p>s47E(d)</p> <ul style="list-style-type: none"> <li>s47E(d)</li> </ul>

**Manage**

Step	Action
1	s47E(d), record:

	<ul style="list-style-type: none"> <li>Confirm if intent is anonymous feedback or if in error. If the feedback is being provided over the phone, advise the customer follow up will be limited if they do not want the feedback to be linked to their customer record</li> </ul> <p><b>Not Anonymous</b></p> <ul style="list-style-type: none"> <li>s47E(d)</li> </ul> <ul style="list-style-type: none"> <li>Continue normal complaint management for issue raised by customer</li> </ul> <p><b>Confirmed Anonymous</b></p> <ul style="list-style-type: none"> <li>Continue business as usual complaint management practice taking into account privacy regulations</li> </ul>
2	Anonymous complaints are managed and finalised at Level 1.

#### APS Code of Conduct (CS)

A customer makes a complaint about a staff member that includes:

- statements about the staff member's behaviour not being in accordance with the APS Code of Conduct
- allegations of unauthorised access
- a breach of the APS Code of Conduct, including threats of retribution, discrimination or other serious staff misconduct, or
- accessing or disclosing information without authority, committing fraud and/or allegations of fraud being committed by a customer

s47E(d)

#### Investigate

Step	Action
1	<p>If the complaint is about staff behaviour, see s47E(d)</p> <p><b>If the complaint is about a Code of Conduct, no investigation is required, record the complaint as outlined below and escalate to Level 2 for management.</b></p>

#### Record

Step	Action
1	<p>s47E(d)</p> <ul style="list-style-type: none"> <li>• s47E(d)</li> </ul>
2	<p>s47E(d)</p> <ul style="list-style-type: none"> <li>• s47E(d) – record the reason details according to the customers feedback</li> </ul>
3	<p>s47E(d)</p> <p>Do not document specific details about the Code of Conduct complaint.</p> <p>Example of text to record s47E(d)</p> <p>s47E(d)</p>
4	s47E(d)
5	<p>s47E(d) ensure contact details are correct and time not suitable for contact is checked with the customer and recorded.</p>
6	<p>s47E(d)</p> <p>s47E(d)</p>

**Manage**

Step	Action
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**Child Support**

[Anonymous Complaints \(CS\)](#)

[APS Code of Conduct \(CS\)](#)



## Requesting access to the Customer Feedback Tool

104-03070010

This document outlines the process for staff to request access to the Customer Feedback Tool.

### General access to the Customer Feedback Tool

The Customer Feedback Tool is accessed via Customer First. s47E(d)

For more information on security roles required to access Customer First, including how to determine if access has already been provisioned and/or requesting access to security roles, refer to [Accessing and personalising Customer First](#).

The s47E(d) is used to record customer feedback. Refer to [Recording complaints and feedback in the Customer Feedback Tool](#).

**Note:** Medicare staff **must** access the Customer Feedback Tool via the s47E(d)

The [Resources](#) page contains a link to the Customer Feedback Tool intranet page.

### Access to the s47E(d)

Staff providing Medicare services, those with line management responsibilities, as well as other specialist staff (for example, Level 2 complaints officers) who manage customer feedback s47E(d)

To access s47E(d) in Customer First for the Customer Feedback Tool, s47E(d)

For information on how to request s47E(d), refer to the Task Card s47E(d). See [Resources](#) for a link.

Once granted, the s47E(d) can be accessed by selecting the s47E(d) in Customer First.

### Bulk access requests

Bulk access requests s47E(d)

. See [Resources](#) for a link to s47E(d) .

If a bulk access request is submitted, notify the Customer Feedback Tool team via the team email address under the heading **s47E(d)** on the Customer Feedback Tool intranet page. The [Resources](#) page includes a link to this intranet page.

### **Excluding feedback records**

Customer feedback records cannot be 'deleted' from the Customer Feedback Tool. Where necessary, finalised feedback records can be excluded from reports and disassociated from a customer's record (where required). Delegated staff in Level 2 complaints teams and other select administrators can exclude feedback records via the 'Do not include in reports' check box.

**s47E(d)**

Staff applying for the **s47E(d)** role must already have the **s47E(d)** role. For information on how to request **s47E(d)**

See the [Resources](#) page for a link.

Customer feedback records can only be excluded **s47E(d)**

There are several circumstances where it may be appropriate for a feedback record to be excluded. These include (but not limited to):

- Feedback records recorded under the incorrect Service Brand or Feedback Type
- Feedback records that contain incorrect information or information about another customer
- Duplicated records
- [General enquiries](#)
- Where the [customer requests to withdraw the feedback](#)

There may also be circumstances when it is appropriate for a feedback record to also be disassociated from a customer record (in addition to excluding from reporting). Such as, when there has incorrect information recorded in the feedback record (for example, information relating to another customer).

Disassociating a feedback record from a customer record may not be required every time a feedback record is excluded from reports.

It is the responsibility of the specialist staff member who is excluding a feedback record, to make an appropriate determination as to whether a record should also be disassociated from a customer record.

To have a feedback record excluded (and potentially disassociated), the staff member responsible for managing the feedback record must do the following:

- s47E(d)

**Note:** when recreating a feedback record, care must be taken to ensure selection of the correct customer record and feedback type, and that all original information is copied over.

- s47E(d)

s47E(d)

When excluding customer feedback records from reports, the specialist staff member must:

s47E(d)