

Treasury Corporation of Victoria

# Transition Loan Program – Complaints Management Policy

August 2024

## Transition Loan Program – Complaints Management Policy

### Introduction

TCV acknowledges that members of the public have the right to complain.

TCV is committed to cultivating an organisational culture that encourages feedback and complaints. TCV also aims to produce beneficial outcomes for both customers and our business.

TCV's complaint management policy is based on seven guiding principles.

1. **Commitment** - We are committed to resolving complaints and have a culture that recognises an individual's right to complain. In addition, we recognise an individual's rights under the *Victorian Charter of Human Rights and Responsibilities Act 2006*. We value complaints and recognise them as a part of the business of serving our customers and improving service delivery.
2. **Accessibility** - People with a range of needs can easily complain and employees actively assist them to navigate the complaints process.
3. **Transparency** - We make it clear how to complain, where to complain and how the complaint will be managed. The steps taken to respond to a complaint are recorded and will stand up to scrutiny.
4. **Objectivity and fairness** - Complaints are dealt with courteously, impartially, within established timeframes and are assessed on merit.
5. **Privacy** - Complaint information is handled according to privacy laws and other relevant legislation. We provide clear information about how we handle personal information. Complaint data is de-identified if reported on more widely.
6. **Accountability** - We are accountable internally and externally for our decision making and complaint management performance. We provide explanations and reasons for decisions and ensure that our decisions are subject to appropriate review processes.
7. **Continuous improvement** - Acting on, learning from, and using complaint data helps us identify problems and improve services.

### How to make a complaint

We pride ourselves on offering customers excellent service. However, a situation may arise where you are unsatisfied with the service you received, or you have an issue that you would like us to address.

We value your feedback. You can submit a complaint, give a compliment, or offer a suggestion to help us improve our service by any of the following methods:

Telephone: 1300 659 430

Email: [customerservice@cipt.tcv.vic.gov.au](mailto:customerservice@cipt.tcv.vic.gov.au)

Mail: Level 29, North Tower 80 Collins Street Melbourne VIC 3000

Please be clear, factual, and tell us the outcome you'd like. Providing your name and contact details will help us to get in touch and help resolve the issue. If you provide feedback anonymously, we won't be able to respond to you personally.

## Dealing with your complaint

### Acknowledging complaints

We aim to acknowledge receipt of your complaint within one business day of receipt. When determining how we will communicate with you, we will consider the method you used to contact us and any preferences you may have expressed about communication methods.

### Assessing complaints

Your complaint will be reviewed carefully and in a timely manner. Where possible we will work to resolve a complaint on the spot. Where an immediate resolution is not possible, we will explore resolution options as a matter of priority. If required additional information may be requested to clarify the complaint and outcome being sought.

### Providing a response

Once our investigation has completed, we will provide you with a response detailing:

- the steps we have taken to resolve your complaint and the factors for that decision;
- your right to escalate the complaint to our external dispute resolution scheme if you are not satisfied with our response; and
- the contact details for the Victorian Ombudsman.

### Timeframe for a response

We will generally provide you with a response within 30 days of receiving the complaint. However, it may take us longer to respond (for example, if we request further information from you to assess your complaint).

In all situations we will assess and respond to complaints within a reasonable period of time.

## If you are not satisfied with how we managed your complaint

If you are not satisfied with how your complaint has been managed, you have the right to make a complaint to the Victorian Ombudsman:

Lodge a complaint online: <https://www.ombudsman.vic.gov.au/complaints/make-complaint/>

Telephone: 1800 806 314

Telephone Interpreter: 131 450

Deaf or hearing-impaired users: 133 677 then 1800 806 314