



THE ADMINISTRATION OF NORFOLK ISLAND
MEDIA RELEASE

**Customer complaints about
Administration decisions and actions**

The Chief Executive Officer of the Administration of Norfolk Island, George Plant, said today that the Customer Complaints Handling System has now been operating successfully for more than six months. He welcomed the recent visit to Norfolk Island by two officers from the Commonwealth Ombudsman to conduct public information sessions and to provide training for some Administration managers and supervisors.

“It is pleasing to see that the Australian Government has begun steps to enable the Commonwealth Ombudsman to oversee our complaints system”, Mr Plant said. “The recent training by the Ombudsman’s Office was delivered to decision-makers who have a direct interface with the public. It focussed on the principles of good public administration, reviews of decisions and conflict resolution. All of these issues are integral to the Administration’s own complaint system, launched in early April”.

Mr Plant said that the complaint system was designed to provide independent review of issues arising from administrative decisions and actions, and where necessary to provide remedies for defective administration. Complaints are handled confidentially and all complaint issues and their outcomes are reported to the Chief Executive Officer. The administrative complaints system does not deal with internal matters such as recruitment decisions or staffing grievances, which have their own dispute resolution mechanisms.

Most Administration offices display a poster headed “Got a Complaint?” and are able to supply a more detailed brochure entitled “It’s okay to complain”. Anyone with a complaint or enquiry about administrative decisions or actions may obtain more information from Melissa Graham by telephone on 22001 (extension 8) or email to mgraham@admin.gov.nf

George Plant
Chief Executive Officer

13 November 2009