

1. Purpose

The purpose of this procedure is to provide a formal, documented process for the management of complaints associated with the management of work injury claims in accordance with the Return to Work Act 2014.

2. Scope

This procedure is applicable to all SkyCity employees with work injury claims, Claims Management personnel (Including third party administrators) and people leaders who operate as, or on behalf of SkyCity's self-insurance licence

Note: Complaints which are related to Reviewable Decisions are not covered under this procedure

3. Responsibility and Authority

All persons involved must clearly understand and take an active role in meeting their responsibilities.

3.1. Executive Manager People and Culture (EMPC)

The EMPC is responsible for and has authority to:

- a) ensure the relevancy and effectiveness of this procedure,
- b) identify and maintain a register of complaints,
- c) provide training/instruction/information on Complaints Management procedure.

3.2. Complaints Investigator

The Complaints Investigator is responsible for and has authority to:

- a) investigate complaints and help resolve them impartially and independently.

3.3. SkyCity Complaints Manager

The SkyCity Complaints Manager is responsible for and has authority to:

- a) Oversees complaints investigations, reviews complaint findings to ensure a timely response to complaints.

Note: The EMPC is the designated SkyCity Adelaide Complaints Manager

3.4. Employees

The Employees are responsible for and have authority to:

- a) understand they have a right to lodge a complaint, a right to representation and how to lodge a complaint.

3.5. Unions & Employee Representatives

The Unions & Employee Representatives are responsible for and has authority to:

- b) when invited by the person who lodged the complaint, act on their behalf

4. References

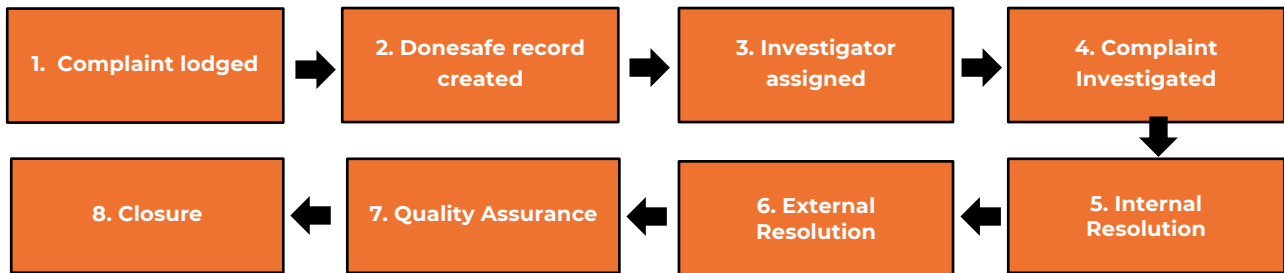
- Return to Work Act 2014
- Ombudsman Act 1972
- Freedom of Information Act 1991

5. Definitions

| | |
|-----------------------------|---|
| Claims Consultant: | A nominated representative of SkyCity with the specific role to facilitate claims management services as a part of SkyCity's self insurance licence under the Return to Work Act 2014 |
| Service Standards: | As detailed in Schedule 5, Return to Work Act 2014 |
| Reviewable Decision: | Any Claims decisions which may be reviewed by the South Australian Employment Tribunal |

6. Procedure

The Complaints management procedure.



| Step 1 – AEP Complaint | |
|------------------------|---|
| Worker | <p>An employee may lodge a complaint in writing to the SkyCity Complaints Manager by emailing cameron.tannock@skycity.com.au</p> <p>The complaint should include the following:</p> <ul style="list-style-type: none"> - Employee name - Claim contact details (including phone number and email) - Claim number (if applicable) - Details of complaint - Details of action taken to resolve the complaint - Outline the preferred result - Attachments of relevant documentation to support the complaint - Any other details or comments to support the complaint |

| Step 2 – Donesafe Record Created | |
|----------------------------------|--|
| Data entry | All complaints will be recorded in Solv under the notes tab in the relevant injury record by the Complaints Manager or their delegate. |

| Step 3 – Investigator Assigned | |
|--------------------------------|---|
| Complaints Manager | <p>The Complaints Manager will assign a person to investigate the complaint. The investigator may be a Claims Consultant or another representative with competence to undertake investigations.</p> <p>No conflict of interest can exist that is, a person cannot investigate a complaint against themselves.</p> <p>All internal complaints will be investigated within a timeframe of 10 working days. In the event a complaint investigation will exceed 10 working days, the Complaint Manager will outline the reason for delay and expected completion date to the employee in writing.</p> |

| Step 4 – Complaint investigated | |
|--|---|
| Investigator | <p>The Investigator will ensure key parties will meet face to face, or via telephone conference to confirm the specifics of the complaint and agree to a course of action.</p> <p>The Investigator will identify any of the collaborating evidence that supports or contradicts the employees’s concerns. It is expected these investigations will usually include reviewing the relevant claim records and interviewing any witnesses.</p> <p>The Investigator will determine any subsequent corrective or preventative actions in consultation with the Complaints Manager. Mediation may be offered where appropriate.</p> |
| Step 5 – Internal Resolution | |
| Investigator / Complaints Manager | <p>The investigator will present their findings to the key parties, either face to face, video conferencing or phone (as agreed). The employee (or their representative) will receive written details of the investigation findings.</p> <p>The investigator will ensure, the information provided to the employee takes into consideration cultural and linguistic diversity.</p> <p>Any resulting corrective actions will be assigned for completion via Solv.</p> |
| Step 6 – External Resolution | |
| Ombudsman SA | <p>If internal resolution is unsuccessful, SkyCity may refer the complaint to the South Australian Ombudsman. The employee may also initiate a complaint directly with the Ombudsman, where that complaint relates to Service Standards.</p> <p>Ombudsman SA Telephone: (08) 8226 8699 or via the internet https://www.ombudsman.sa.gov.au/complaints/lodge-a-complaint/</p> |
| Step 7 – Quality Assurance | |
| Group General Manager Health and Safety | <p>Ensures all complaints that have concluded are independently evaluated to identify opportunities for improvement.</p> <p>The evaluation must be completed within 1 month.</p> |

7. Training

- 7.1. All personnel involved in the management of complaints must be provided with appropriate training/ instruction and or information on this procedure.
- 7.2. All employees will receive a copy of the complaints handling process when lodging a claim.

8. Measurement & Monitoring

8.1. The implementation of this procedure will be audited in accordance with the *Measurement and Monitoring System Standard*.

9. Records

| Record type | Duration of retention | Method of Retention |
|-------------------|-----------------------|---------------------|
| Complaint record | 25 years | Electronic (Solv) |
| Complaint outcome | 25 years | Electronic (Solv) |

10. Related documents

1. Injury Management – A guide for injured workers (SkyCity)

11. Change Log

| Version | Date of Change | Authorised By | Amendment Details |
|---------|----------------|--|--|
| 1.0 | 12/02/2021 | Pete Hayes – Group GM Health & Safety | New release |
| 1.1 | 08/06/2023 | Cameron Tannock – Executive Manager People & Culture | Updated responsibilities and system management |