Australian Capital Territory

**Corrections Management (Detainee Requests and Complaints) Operating Procedure 2019**

**Notifiable instrument NI2019-688**

made under the

**Corrections Management Act 2007, s14 (Corrections policies and operating procedures)**

**1 Name of instrument**

This instrument is the *Corrections Management* (*Detainee Requests and Complaints) Operating Procedure 2019.*

**2** **Commencement**

This instrument commences on the day after its notification day.

**3 Operating procedure**

I make this operating procedure to facilitate the effective and efficient management of correctional services.



Jon Peach

Executive Director

ACT Corrective Services

23 October 2019

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| **OPERATING PROCEDURE** | **Detainee Requests and Complaints Operating Procedure** |
| **OPERATING PROCEDURE NO.** | **D28.1** |
| **SCOPE** | **Alexander Maconochie Centre** |

**PURPOSE**

To provide instructions to staff regarding the procedural requirements for complaints management at the Alexander Maconochie Centre (AMC).

**PROCEDURES**

1. Detainee Request Forms
   1. Hard copy detainee request forms are kept in each accommodation area and are to be provided by Officers to detainees on request.
   2. Where a detainee requires assistance to complete the detainee request form, Officers should assist them to complete the form.
   3. Detainee Request Forms regarding complaints are to be scanned and emailed by the receiving Officer to the AMC Executive Support Team on the same day it is received, with the hard copy to be placed in the Compliance pigeonhole in Operations at the end of the shift on the same day.
2. Verbal Complaints
   1. Officers are to case note the interaction with a detainee concerning any verbal complaint. Please refer to the *Detainee Requests and Complaints Policy 2019* for further information regarding escalating complaints.
3. Formal Complaints
   1. Accommodation Supervisors are responsible for ensuring that completed complaints forms are delivered to the Compliance pigeon hole in Operations by the end of each shift.
4. Complaint Process
   1. Please refer to the *Detainee Requests and Complaints Policy 2019* for further information regarding the complaints process and subsequent timeframes for responding to complaints.
   2. Where a complaint has been submitted, the Team Leader, Compliance, is responsible for ensuring all details are recorded in accordance with the *Detainee Requests and Complaints Policy 2019.*
5. Detainee Request Forms
   1. If detainees request to appeal the outcome of their complaint, Officers are to provide them with a *D28.F2: Complaint Appeal* form located on CIS.
6. Records and Governance
   1. Once finalised, formal complaints will be sent back by the Team Leader, Compliance, to the relevant Accommodation area to be filed on the detainee’s custody file. The Team Leader, Compliance, will ensure all details are entered on the Complaints Register and a copy is saved on the electronic file.

**RELATED DOCUMENTS AND FORMS**

* A – Detainee Requests and Complaints Policy
* B – Annex A – Receipt of complaint pro forma
* C – D28.F1: Complaints Form
* D – D28.F2: Complaint Appeal
* E – Complaints Register
* F – Detainee Communication Policy



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**Document details**

| Criteria | Details |
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| Document title: | Corrections Management (Detainee Requests and Complaints) Operating Procedure 2019 |
| Document owner/approver: | Executive Director, ACT Corrective Services |
| Date effective: | The day after the notification date |
| Review date: | 3 years after the notification date |
| Responsible Officer: | General Manager Custodial Operations |
| Compliance: | This operating procedure reflects the requirements of the *Corrections Management (Policy Framework) Policy 2019* |

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| **Version Control** | | | |
| **Version no.** | **Date** | **Description** | **Author** |
| V1 | July-19 | First Issued | J Horua |