

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



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

- 1.1. Hard copy detainee request forms are kept in each accommodation area and are to be provided by Officers to detainees on request.
- 1.2. Where a detainee requires assistance to complete the detainee request form, Officers should assist them to complete the form.
- 1.3. 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

- 2.1. 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

- 3.1 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

- 4.1 Please refer to the *Detainee Requests and Complaints Policy 2019* for further information regarding the complaints process and subsequent timeframes for responding to complaints.
- 4.2 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

- 5.1 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

- 6.1 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
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

Criteria	Details
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2019</i>

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