



**Australian
Human Rights
Commission**

everyone, everywhere, everyday

CHARTER OF SERVICES TO CUSTOMERS

Charter for customers of the Australian Human Rights Commission's complaints service

1. About the Commission

The Australian Human Rights Commission is an independent body which investigates and conciliates complaints of discrimination and breaches of human rights.

The Commission aims to provide a high quality complaint handling service which is prompt, clear and fair.

2. Our customers

Customers of the complaint handling service include complainants, respondents and others who have an interest in, or who may become involved in, the complaints process.

3. The service

Under the law that gives the Commission has statutory responsibilities, people can complain about unlawful discrimination on the basis of sex, race, age and disability. Complaints can also be made about discrimination in employment on additional grounds (such as age, sexual preference, criminal record) and against Commonwealth government authorities about breaches of human rights.

Complaints which are covered by the law will be inquired into and the Commission will try to conciliate them, where appropriate. If a complaint cannot be resolved, the matter may be taken to the Federal Court for determination.

4. Service charter

This Charter sets out the Commission's commitments about the service we will provide to you. It also sets out your rights and your responsibilities. The Commission is committed to continuous improvement of its complaint handling service and values your comments on how its service can be improved.

5. Our service standards

When you are dealing with the Commission we will

- a. Treat you with dignity and respect - staff will be helpful and courteous
- b. Ensure that you understand how the process works by
 - providing information about the process from the start
 - identifying the officer responsible for the complaint and
 - clearly answering any questions that you have during the process.
- c. Be prompt and efficient in dealing with complaints by
 - assessing complaints upon receipt and giving priority where necessary
 - answering letters and phone calls quickly and clearly and

- keeping you informed about the status and progress of a complaint.
- d. Be professional and objective in handling all complaints by
- providing accurate information
 - taking a balanced approach to all persons involved and
 - ensuring that complaint procedures are fair to everybody involved.
- e. Make our service accessible to all by
- providing trained, culturally sensitive staff
 - providing translation and interpreting services
 - ensuring access and availability of the service for persons with disabilities
 - accommodating a support person when needed
 - providing a national toll free telephone number and
 - providing local conciliation services when appropriate.
- f. Give full reasons for our decisions.

6. How you can help

You can help the Commission to deliver the best complaints service it can by:

- providing full and accurate information at all times;
- keeping appointments or advising us if you cannot;
- advising us of any change in your circumstances or contact details; and
- complying with reasonable requests during the complaints process.

7. Complaints About Our Service Standards

The Commission welcomes your suggestions on how our service can be improved and will thoroughly investigate any complaints about **our service**. Any problem you have with the service should first be raised with the officer handling your complaint or their supervisor. If you are not satisfied with the response you can complain to:

The Executive Director
Australian Human Rights Commission

GPO Box 5218
Sydney NSW 2001

This will not affect the way the complaint of discrimination is handled. Please note concerns about a decision of the President or his delegate regarding a complaint of discrimination cannot be dealt with under this Charter.

8. Contact details

Level 8, Piccadilly Tower
133 Castlereagh Street
SYDNEY NSW 2000

GPO Box 5218
SYDNEY NSW 2001

Telephone: (02) 9284 9600

Complaints Infoline: 1300 656 419

Privacy Hotline: 1300 363 992

General enquiries and publications:
1300 369 711

TTY: 1800 620 241

Facsimile: (02) 9284 9611

Complaints Information Homepage:
www.humanrights.gov.au/complaints_information

Email: complaintsinfo@humanrights.gov.au