

The OPI are committed to providing a professional and accessible service to the community.

**WE VALUE ALL
COMPLAINTS AND
REPORTS**

- We encourage people to make complaints to the OPI.
- We treat people respectfully and take all concerns seriously.
- We acknowledge that complainants are often directly impacted by the issues they are raising and that how we handle their complaint matters to them.
- All complaints help us understand the state of public administration, regardless of the outcome.
- We capture all available data in Resolve to help with identifying trends.



**WE ARE CLEAR
ABOUT OUR ROLE**

- We are committed to continually developing to better understand our legislation, our statutory obligations and the role of our office in providing accountability to the South Australian public.
- We remain impartial by not advocating for complainants or assuming that an agency or public officer has acted appropriately.
- We handle all complaints with discretion and confidentiality.
- We utilise our internal policies and resources to manage the expectations of complainants while ensuring the wellbeing of staff is maintained.



**WE PROVIDE
HELPFUL ADVICE
AT THE EARLIEST
OPPORTUNITY**

- If we know we cannot assist someone, we tell them at the first opportunity and do our best to provide an alternative for them.
- We practice curiosity and ask questions to obtain as much relevant information from complainants as we can.
- We give regular updates to complainants and explain in clear terms how their complaint is being dealt with.
- We provide accurate information about processes and our decisions and explain this in neutral language.



**WE UNDERSTAND
THAT EVERYONE
HAS DIFFERENT
BACKGROUNDS
AND EXPERIENCES**

- We do not make assumptions about a complainant based on their race, ethnicity, religion, gender, sexuality, disability or any other personal information they share with us.
- We understand that anyone can make a complaint raising serious issues and we do not anticipate the outcome based on the complainant's circumstances or their history of complaints.
- We remain accessible to people through as many means as possible and in the form that will help them best communicate their complaint.
- We accept that we are unable to provide emotional, psychological or practical support to complainants in distress or difficult circumstances, so we provide them with referrals to more appropriate services.



**WE TREAT PEOPLE
RESPECTFULLY
AND EXPECT TO BE
TREATED
RESPECTFULLY IN
RETURN**

- We are polite and respectful in all communication with or about complainants.
- We actively listen to complainants.
- We do not tolerate abusive or offensive behaviour from complainants. We act on this behaviour straight away, in line with our policies.
- We consider our own safety and wellbeing when making decisions about how we engage with complainants, which may include limiting how they can contact us.

