

Regional Processing Centre Guidelines

Transferee – Complaints, Compliments and Property Requests

INTRODUCTION

This guideline aims to assist service providers with handling compliments, complaints and requests made by transferees at Regional Processing Centres (RPCs).

COMPLAINTS

Complaints made prior to transfer to an RPC

Where relevant to the ongoing wellbeing of the transferee or the transferees' property, the onshore Detention Service Provider will email the complaint to the designated person responsible for the complaints management process at the RPC, copying in the relevant RPC Operations team DIAC.Nauru@immi.gov.au or DIAC.Manus@immi.gov.au. The timeframes for these responses are to be in line with the Complaints Management Guidelines.

For details on the procedures for complaints management within the RPC, refer to the Transferee – Complaints Management Guidelines.

For details on onshore property complaints and requests made by a transferee at an RPC, refer to the Transferee – Onshore Property Requests and Complaints Guidelines.

COMPLIMENTS

Transferees at RPCs should have the opportunity to provide feedback to service providers. To assist with this, service providers may implement compliment/suggestion boxes within the RPC. This will enable transferees to provide feedback anonymously if they wish.

PROPERTY REQUESTS

Transferees at RPCs who claim their property remains at an immigration detention facility should place their complaint/request in writing on the RPC Complaints/Request form.

Approved by: Mark Painting, DIAC Contract Administrator

The designated person responsible for the complaints management process should comply with the Complaints Management Guidelines to record and track the complaint/request and forwarded to the onshore Detention Service Provider (XMS.complaints@serco-ap.com.au) copying in the relevant RPC Operations team (DIAC.Nauru@immi.gov.au or DIAC.Manus@immi.gov.au) and CI.Contract.Management@immi.gov.au

The request will be dealt with by the onshore Detention Service Provider and a response to these requests will be forwarded to the designated person responsible for the complaints management process at the RPC so it can be handed to the transferee. The relevant Regional Processing Centre Operations team (DIAC.Nauru@immi.gov.au or DIAC.Manus@immi.gov.au) will be copied into the response.

PROCEDURES

All written material, for transferee property and complaint matters, is to include:

- Transferee Name
- Transferee Date of Birth
- Transferee Boat ID
- Current Transferee Location

All written communication from a transferee is to be translated (if required) before being sent to Christmas Island.

Each email is to be specific to each transferee/ family group, so complaints can be tracked individually.

The designated person responsible for the complaints management process will provide their email address to the DIAC Regional Processing Operations team. This will be forwarded to the detention service provider for use for all complaint/request correspondence.

The designated person responsible for the complaints management process must advise relevant parties when the contact person is to change.

This document is managed by the Welfare service provider in consultation with other service providers.