

Review of Defence’s Aircraft Noise Complaints Management System

Terms of Reference

<p>Review Objectives</p>	<p>To review the effectiveness of Defence’s handling of complaints relating to aircraft noise, and to recommend improvements where appropriate.</p> <p>This will include benchmarking against the requirements for ‘Operation of the Complaint Management System’ set out in Chapter 8 of the Australian /New Zealand Standard 10002:2014 “Guidelines for complaint management in organizations” (the Standard).</p>	
<p>Review Scope</p>	<p>The review will assess Defence’s management of aircraft noise complaints against the Standard’s guidance for ‘Operation of the Complaint Management System’, including:</p> <ul style="list-style-type: none"> • Communication: public information about Defence’s aircraft noise complaints process • Providing support: provision of support and practical assistance to people to make an aircraft noise complaint, if required • Early resolution: enabling resolution at first point of contact, where possible • Receipt of complaint: including recording complaint details and supporting information • Tracking of complaint: including regular updates to complainant • Acknowledgement of complaint: including timeliness and communication medium • Managing the complaint: from initial assessment through to resolution • Closing the complaint, review and record keeping • Monitoring implementation of recommendations/remedies <p>Additionally, other relevant aspects of the Standard may be referenced, for example the three level model of complaint handling outlined in Appendix H.</p> <p>The review is expected to include site visits to Air Force Headquarters, Headquarters Air Command and other sites as required, to interview and consult with relevant stakeholders and key personnel.</p> <p>A report will be prepared on the findings and submitted to the Chief of Air Force. It will include recommendations for improvements in aircraft noise complaints management where relevant.</p>	
<p>Report issue</p>	<p>Draft: August 2016</p>	<p>Final: October 2016</p>