



Shire of **Ngaanyatjaraku**
ON A JOURNEY

Council Policy

Policy 1.10 – External Complaints

Table of Contents

Policy Objective	3
Policy Statement	3
Receiving Complaints	3
Unresolved Complaints	3
Reviewing Complaints	4
Complaints About Members of Council	4
Policy History	4
Amendments to this Policy	4
History	4
Previous Policy	5

Council Policy 1.10 – External Complaints

Policy Objective

Demonstration of the Shire's commitment to providing an efficient, effective, transparent and consistent approach to managing complaints.

Policy Statement

This policy applies to all staff, contractors and volunteers of the Shire who receive and manage customer complaints / feedback relating to services delivered by or on behalf of the Shire.

The Shire recognises an effective complaint management system is an essential part of providing quality customer service and encourages a proactive approach to complaints / customer feedback management. The Shire's management of customers feedback and complaints is set in line with the standards set in the Code of Conduct. All feedback will be attended to in an equitable, unbiased manner.

The Shire will collect and register data on customer complaints and/or feedback through its record management system, maintaining confidentiality of complainants. The decision or action taken regarding the customer complaint / feedback should be communicated to the customer as soon as the decision or action is taken.

Receiving Complaints

- a) For a complaint to be actioned in accordance with this policy, it must be recorded in writing.
- b) All complaints that have been actioned on 'Customer Action Request' forms (see Shire website or contact office) and other written complaints are to be recorded in a register of complaints.
- c) Complaints will be actioned within five working days of being received.
- d) Complaints are to be resolved hierarchically. That is, Managers are to resolve complaints relating to supervised staff and the CEO will resolve complaints relating to Managers. The President will resolve complaints relating to Councillors and the CEO.
- e) Resolution is to take the form of contacting the complainant to explain action taken or to be taken.
- f) Resolution of the complaint does not necessarily require that the complainant be satisfied with the action. If the matter is not resolved within the required timeframes, the responsible officer must ensure the customer is kept informed of the situation until the matter is resolved.

Unresolved Complaints

- a) If the complaint has not been resolved within ten (10) working days, the responsible officer will maintain regular contact with the Customer.

- b) If the matter cannot be resolved at Officer level, the matter will be referred to Council for resolution.
- c) The customer will be advised of this action and the date of the meeting to which the matter has been referred.
- d) Once Council has made a determination on the issue, the customer will be informed.
- e) A copy of the relevant page from the Minutes will be included with the Investigation documents.
- f) If the complaint is still unresolved, the customer should be informed the matter can be referred to an external body such as the Ombudsman, Department of Local Government etc

Reviewing Complaints

On a monthly basis, the CEO will be provided a routine report of all Customer Service Requests received (including the action taken to resolve the complaints) and outstanding Customer Service Requests to the Chief Executive Officer.

The Chief Executive Officer will inform Council of any complaints of a serious nature received. Updates to the organisational Risk Register are also to be undertaken (if required) when reviewing complaints.

Complaints About Members of Council

Complaints made about a Councillor/s can only be made where breaches of the *Local Government Act 1995* have occurred, e.g.:

- a) Minor Breach: includes — breach of a local law relating to conduct at meetings; improper disclosure of information; securing personal advantage or disadvantaging others; misuse of resources; non-disclosure of interests adverse to impartiality; acceptance of gifts; and prohibition against involvement in administration.
- b) Serious Breach: includes — failure to disclose a direct or indirect financial interest or proximity interest at a meeting; failure to lodge a primary return when due; failure to disclose information in a return; member made improper use of information acquired in the performance of his or her functions under the LG Act or any other written law a) to gain directly or indirectly a financial advantage for the member or any other person, b) to cause financial detriment to the local government or any other person.

Policy History

Amendments to this Policy

Amendments to this policy require a simple majority decision of Council.

History

Policy reviewed: 24 June 2020

Policy amended: 24 June 2020

Policy reviewed: 28 June 2023

Previous Policy

Policy adopted: unknown

Policy No. 2.14

