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# CGP008 – Complaints About Decisions, Employees and Services

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## 1. Intention

To establish Council's position about complaints received and the approach to be taken in their resolution.

For the purpose of this policy a complaint means an expression of dissatisfaction about:

- A decision of Council or Shire employees; or
- The standard or quality of a Shire service, action or lack of action.

A complaint is not:

- A first request for action or a service;
- A request for information or explanation of Shire policies, practice's or procedures; or
- The lodging of an appeal in accordance with procedures prescribed by statute or regulation or Shire policy.

## 2. Scope

This policy applies throughout the district.

## 3. Statement

Council wishes to ensure that it is easy for any person who feels aggrieved to make a complaint. Council wishes to treat complaints positively, to learn from complaints received and where possible to satisfy complainants about their experience in making a complaint. Council will endeavour to ensure that:

- Anyone who is dissatisfied about a Council service can easily and simply make a complaint;
- Complaints no matter how they are submitted are treated with equal importance;
- Complaints are responded to quickly and in any event within prescribed timescales;
- Complaints are addressed in a courteous, helpful, and open manner;
- Appropriate assistance is given to any complainant in the making of a complaint including the completion of any pro forma or other paperwork; and
- Complaints are properly monitored and where relevant Council learns from them in order that:
  - Unacceptable conduct or behaviour does not re-occur; and
  - Policies, practices and procedures are improved in order to accommodate the needs of our customers.

## 4. Particular Cases

### 4.1 Anonymous Complaints

Anonymous complaints shall only be considered to the extent that they involve safety or security issues. Otherwise anonymous complaints shall be disregarded.

### 4.2 Vexatious or Abusive Complaints

The Chief Executive Officer may decide (having regard to the nature, subject or number of complaints received) that a complainant is a vexatious or abusive and further complaints received from the person concerned or about a particular subject shall not be entertained. Where a determination is made by the Chief Executive Officer that a complaint is vexatious or abusive employees may be directed not to deal with the particular matter.

### 4.3 Allegations of Serious Misconduct

Allegations concerning criminal, corrupt or serious improper conduct will be dealt with under Policy CGP022 – Code of Conduct Behaviour Complaints Management. In the first instance they will be referred directly to the Chief Executive Officer for determination including whether there are reasonable grounds for notification to the Anti-Corruption Commission or referral to the Police. Reference is made to Policy CGP010 – Public Interest Disclosure.

### 4.4 Repetitive Complaints

The Chief Executive Officer may determine a complaint to be repetitive in nature and direct employee not to deal with the particular matter.

## 5. Legislative and Strategic Context

Nil.

## 6. Review

This policy is to be reviewed as required.

## 7. Associated Documents

Nil.

<b>Division</b>		Corporate & Governance			
<b>Policy Number</b>		CGP008			
<b>Contact Officer</b>		Chief Executive Officer			
<b>Related Legislation</b>		Nil			
<b>Related Shire Documents</b>		CGMP004 - Complaint About Council Service or Employee CG3 - Complaint About Council Service or Employee Form			
<b>Risk Rating</b>	Medium	<b>Review Frequency</b>	As required	<b>Next Review</b>	When required
<b>Date Adopted</b>	22/06/2021			OCM21/06/071	

Amendments		
Date	Details of Amendment	Reference
Previous Policies		
Nil		