Administrative Policies - 2.5 Complaints Policy

Policy	Administrative Policies - 2.5 Complaints Policy
Purpose	To provide procedures to control the processing of complaints as a way of improving services for our customers, enhancing the image of the Shire, and ensuring that complaints are investigated efficiently and effectively.
Status	Administrative - Operational

Policy

Objectives

- To recognise, promote and protect the customer's right to complain about their dealings with the Shire of Peppermint Grove;
- To ensure an accessible complaints procedure is in place;
- To recognise the need to be fair to both the complainant and the organisation, or the person complained about;
- To provide a mechanism for responding to complaints in a timely and courteous manner;
- To determine and implement remedies if appropriate;
- To provide adequate resources to support the complaints management process;
- To provide an appeal and review process; and
- To record, assess and review complaints on a regular basis to ensure responsiveness and on-going commitment to service improvement.

Definition

A service complaint is a grievance against a process or the quality of service that a customer receives when dealing with the Shire of Peppermint Grove.

Complaints are not:

- Requests for services;
- Requests for information or explanation of policies or procedures; or
- Lodging of an appeal in accordance with standard policy or procedure.

Complaints can be made:

- By letter – either through the mail, or email; or
- Verbally – either in person or over the telephone.

Complainants may be residents, members of the public, other local governments, State government agencies, service providers, businesses or community organisation's.

Complaints cannot be made where another avenue of appeal already exists e.g. State Administrative Tribunal.

Complaints which, when assessed relate to corrupt or improper conduct must be referred to the Shire's nominated Public Interest Disclosure Officer for investigation under the Public Interest Disclosure Act.

Commitment

This Policy will be disseminated to all staff and included in all staff inductions. Information about how to lodge a complaint will be included on the Shire's website and in a printed brochure available at the Shire.

All complaints will be reviewed in a timely and efficient manner, with a view to resolving issues in a non-confrontational and non- adversarial way.

Complaints will be documented and reviewed regularly as part of on- going service quality assessment.

The privacy of a complainant will be maintained at all times.

Complaints Handling Process

A Complaints Handling Officer with responsibility for recording and monitoring complaints will be appointed by the Chief Executive Officer. The Complaints Handling Officer will refer the complainant to the appropriate manager for review and response to the complainant.

If the Manager's response is appealed, then it will be referred to the Chief Executive Officer for review and response.

In the event that a complaint is made against the Chief Executive Officer, the Manager of Corporate and Community Services will determine an appropriate course of action which may include referral to the Shire President and Deputy Shire President for review and determination.

Complaints will be responded to within five working days of being lodged. Appeals will be responded to within five working days of being lodged.

Complainants will be advised of the Complaints Handling process available within the Shire of Peppermint Grove.

Complainants will be advised of external avenues for further review of their complaint if they are not satisfied with the resolution provided.

The Complaints Handling Officer will also provide regular reports to the Chief Executive Officer to ensure on-going service improvement.

Amended Authority Level	Council
Related Delegation	Nil
Related Local Law/Legislation	Nil
Adopted/Amended	26 July 2011
Reviewed	22 September 2026