

DOCUMENT TYPE:	Council policy
DOCUMENT STATUS:	Approved
POLICY OWNER POSITION:	Manager Information and Business Transformation
INTERNAL COMMITTEE ENDORSEMENT:	Not applicable
APPROVED BY:	Council
DATE ADOPTED:	14/12/2021
VERSION NUMBER:	1
REVIEW DATE:	12/12/2025
DATE RESCINDED:	
RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES:	Customer Service Charter Records Management Policy Instrument of Delegation Complaints Against Councillors Policy Councillor Code of Conduct Staff, Volunteers and Contractors Code of Conduct Equal Opportunity and Anti-Discrimination Policy Bullying Occupational Violence Policy Public Interest Disclosure Procedure Staff Complaints Policy Staff Complaints Procedure Complaint Handling Procedure Complaints Handling Framework Victorian Ombudsman – Councils and complaints – A good practice guide 2nd edition July 2021
RELATED LEGISLATION:	Local Government Act 2020 Gender Equality Act 2020 Charter of Human Rights and Responsibilities Act 2006 Freedom of Information Act 1982 Information Privacy Act 2000 Public Interest Disclosure Act 2012 Public Records Act 1973 Equal Opportunity Act 2010 Infringements Act 2006 Planning and Environment Act 1987 Competition and Consumer Act 2010 Independent Broad-based Anti-corruption Commission Act 2011 Privacy and Data Protection Act 2014 Public Health and Wellbeing Act 2008 Food Act 1984 Environment Protection Act 1974 AS/NZS 10002:2014 ISO 10002:2018 AS 8001:2021

EVIDENCE OF
APPROVAL:



Signed by Chief Executive Officer

FILE LOCATION:

K:\EXECUTIVE\Strategies policies and procedures\Policies -
adopted PDF and Word\POL Complaint Handling Policy V1.docx

Policy documents are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the policies on the Loddon Shire website (Council Policies) or Intranet (Organisational Policies) to ensure that the version you are using is up to date. This document is available in alternative formats (e.g. larger font) if requested.

1 PURPOSE

The purpose of this policy is to outline how Loddon Shire Council manages complaints.

2 SCOPE

This policy applies to all employees, contractors and volunteers of Council and decisions made at Council meetings.

This policy does not apply to complaints against a councillor or councillors. Refer to the Complaints against Councillors Policy.

This policy does not apply to decisions or processes that have separate statutory or other legislative appeal processes. Examples of service areas in which there are separate statutory or legislative appeal processes include but are not limited to:

- complaints relating to a planning application or decision
- complaints relating to parking or local law infringements
- complaints relating to building, health and food services
- public interest disclosures alleging fraud, corruption or other criminal behaviour
- freedom of information requests
- work related complaints from Council staff (i.e. complaints relating to their employment)
- complaints already reviewed by an external agency.

3 POLICY

While every effort is made to deliver high quality services, Council recognises that there may be occasions when the community may not be fully satisfied with the service they have received.

Council is committed to providing a fair and consistent process for customers making a complaint (complainant) to Council. It will do this by:

- providing an open and transparent customer complaint handling system
- ensuring staff handle complaints fairly and objectively
- establishing timeframes for resolving complaints
- clarifying the roles and responsibilities of Council staff, and
- setting out how Council will record, respond to, and report on complaints to improve our service.

For more information on Council's complaint handling approach or how to make a complaint, please refer to the Complaints Handling Framework.

4 DEFINITIONS OF TERMS OR ABBREVIATIONS USED

Term	Definition
Complaint	a communication, whether orally or in writing, to the Council by a person of their dissatisfaction with – <ul style="list-style-type: none"> a) the quality of an action taken, decision made or service provided by a member of Council staff or a contractor engaged by the Council; or b) the delay by a member of Council staff or a contractor engaged by the Council in taking an action, making a decision or providing a service; or c) a policy or decision made by a Council or a member of Council staff or a contractor.
Complainant/Customer	The person/people (resident, ratepayer, business owner or visitor) who has expressed dissatisfaction
Council	The body of elected Councillors
Contractor	Any third party engaged by the Council to carry out functions on the Council's behalf
Council staff	Any person employed by the Council to carry out the functions of the Council, and the Council's CEO

5 HUMAN RIGHTS STATEMENT

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights Act. Loddon Shire Council is committed to consultation and cooperation between management and employees. The Council will formally involve elected employee Health and Safety Representatives in any workplace change that may affect the health and safety of any of its employees.

6 REVIEW

The Manager Information and Business Transformation will review this policy for any necessary amendments no later than 4 years after adoption of this current version.