

**LODDON
SHIRE COUNCIL**

**COMPLAINT HANDLING
FRAMEWORK**



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1 INTRODUCTION

Council is committed to delivering excellent service and recognises every customer's right to make a complaint. Complaints provide Council with valuable insight into how a customer experiences Council services, enabling Council to resolve issues promptly and identify opportunities for continuous improvement.

Council will conduct all complaint handling and investigations under this framework in accordance with the principles of procedural fairness and natural justice. This includes ensuring all parties are treated fairly, provided with an opportunity to be heard, and that decisions are made impartially and based on relevant evidence.

2 PURPOSE

The Complaint Handling Framework (the Framework) outlines Council's commitment to providing an accessible, fair, and consistent complaint resolution process. It also provides guidance for both customers and Council officers on how Council receives, identifies and manages complaints.

The implementation of this Framework reduces the risks associated with complaint management by:

- providing clear guidance on the roles and responsibilities of Council officers
- minimising the likelihood of inconsistent decision making, delays, and poor communication
- ensuring compliance with relevant legislative requirements
- improving accountability and ensuring complaints are handled in a fair and transparent manner.

3 SCOPE

This Framework applies to complaints made by members of the public (complainants) about Council officers, Councillors (both individually and as a decision-making body), volunteers, and contractors who are carrying out services or providing labour on Council's behalf.

Some complaints received by Council are subject to specific statutory and regulatory processes which guide how the complaint is managed and resolved. Where such processes apply, the complainant will be referred to the appropriate process or authority for the complaint to be managed in accordance with the relevant legislation or regulatory requirement. The complaint may be raised with Council, but the process will fall outside the scope of this Framework. This may include complaints relating to:

- privacy and health records
- Freedom of Information
- protected disclosures
- decisions made under legislation which provides for separate avenues of appeal (for example decisions made under the Building Act, Planning and Environment Act, Infringements Act, Valuation of Land Act and the Education and Care Services National Regulations)
- decisions made at Council meetings.

4 WHY DO COMPLAINTS MATTER

Complaints to Council are inevitable. Given that Council delivers a diverse and large volume of services, it is expected that Council will not be able to meet the service expectations of every

customer. Complaints are unfortunate but having a consistent and fair approach to the way we respond to complaints will ensure that the process is a positive one for both the complainant and the respondent involved.

Complaints are an important resource for Council. They provide insights that can be used to improve business processes, systems and services. Complaints also identify and inform development opportunities and ensure that training programs are relevant and targeted. It is imperative that complaints are accurately documented, monitored and reported to support Council's commitment to excellent customer service and continuous improvement.

5 WHAT IS A COMPLAINT

5.1 Complaint versus service request

It is necessary to understand the difference between a 'complaint' and a 'request for service'. Describing a 'complaint' as a 'service request' undermines data collection and analysis and opportunities to improve customer service will be missed.

Council defines a complaint in accordance with section 107(3) of the Local Government Act 2020.

A complaint is:

Communication (verbal or written) from a complainant, to Council, which expresses dissatisfaction about:

- the quality of an action taken, decision made, or service provided by a member of Council staff, Councillor, Council Volunteer or a contractor engaged by the Council; or
- the delay by a member of Council staff, Councillor, Council Volunteer or a contractor engaged by the Council in taking an action, making a decision or providing a service; or
- a policy, decision or resolution made by Council or a member of Council staff or a contractor.

Complaint examples
I am angry that Council don't seem to have listened to me and are not taking enforcement action regarding the neighbouring property
I am not happy with Council's decision to deny my insurance claim for repairs to my vehicle
The Council shouldn't have approved a development on Main Road
My bin was out but wasn't collected this morning. Can you pick it up? <i>(complaining that the Council didn't provide a service)</i>

A request for service is:

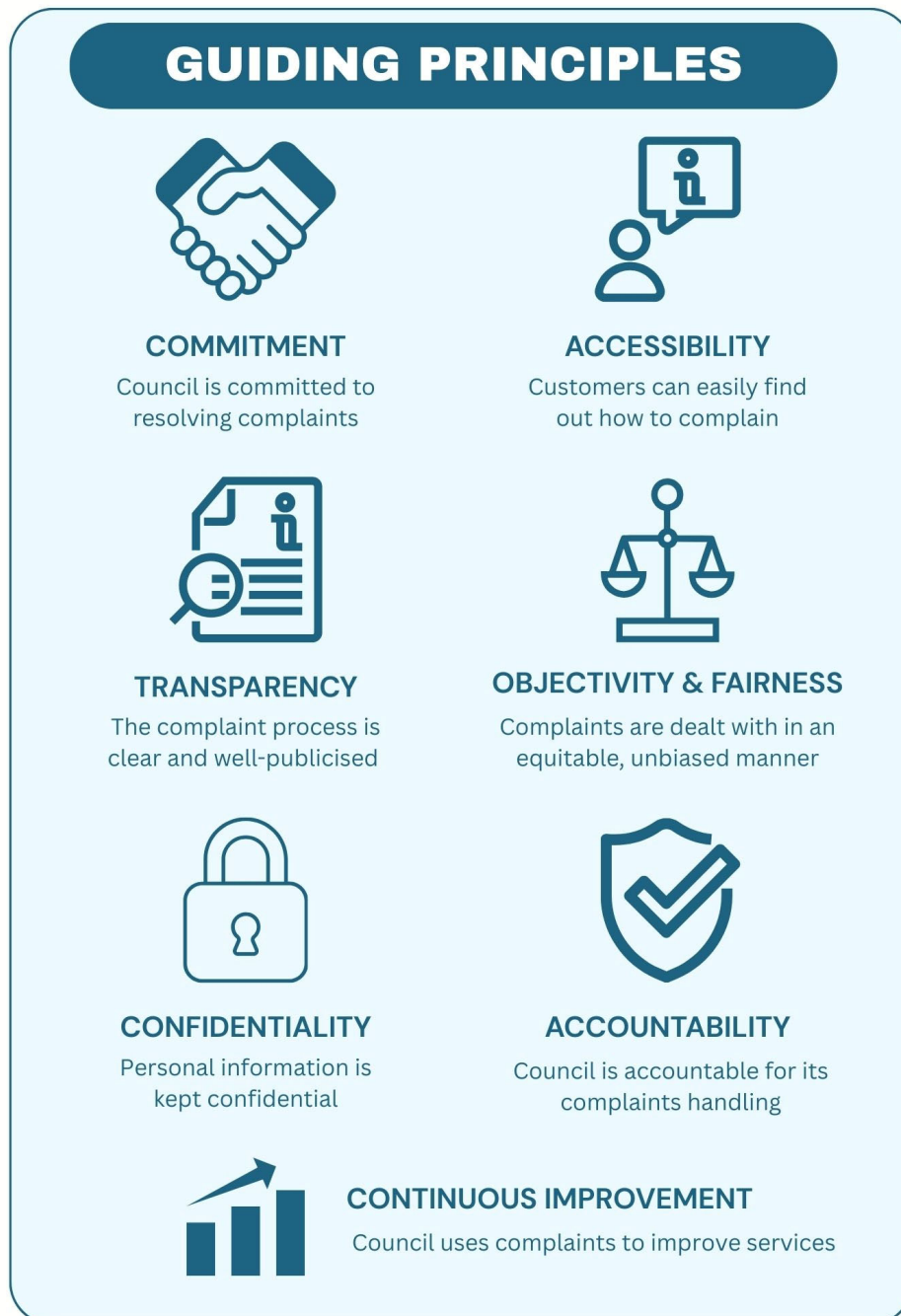
Contact with the Council by a customer to seek assistance, access a new service, obtain advice, or report an issue that Council has responsibility for managing.

Service request examples
I forgot to put my bin out; can someone collect it? <i>(requesting a service because of their own mistake)</i>
What is the process for objecting to the development on Main Road?
Could Council fill in a pothole in my street?

6 ENABLING COMPLAINTS

6.1 Guiding principles

Council makes it easy for all customers to raise complaints by applying the following guiding principles.



6.2 Responsibilities

All Council officers, contractors, Council volunteers and Councillors have a role to play in applying the Framework. Roles and responsibilities will vary depending on which stage the complaint has reached and how it is resolved.

6.2.1 Frontline staff

This is the first point of contact for the complainant. This is not limited to customer service frontline officers. It includes all officers who have direct contact with customers. Frontline officers will endeavour to clarify the complaint and seek to achieve a resolution if possible.

If the complaint cannot be resolved at the frontline, officers will refer the complaint to the responsible officer in the relevant department.

6.2.2 Team leaders/supervisors

Team leaders/supervisors play a role in escalated complaints. They can support frontline officers to achieve a resolution. They may also assist managers during the investigation stage.

6.2.3 Managers

Managers are responsible for complaints that have not been resolved at the frontline. They are responsible for complaint investigation and managing the complaint handling process, including communicating expected resolution timeframes to the complainant and keeping them informed of the investigation.

Managers will inform the complainant of their right to escalate the complaint further if they are not satisfied with the outcome.

It is at this point that Directors may also be required to undertake this role where the relevant manager is unavailable or where the complaint may involve the manager themselves.

6.2.4 Executive Review

The Executive review is responsible for reviewing the manager's decision where a complainant remains dissatisfied with the outcome. This review will assess the complaint handling process, the findings reached, and the outcome determined to ensure fairness, reasonableness and consistency in decision-making.

Following the review, the Executive Reviewer may decide to uphold the original outcome or vary the outcome where appropriate.

6.2.5 Internal Regulator

The Director Corporate is the appointed Internal Regulator.

Where a complainant is not satisfied with the outcome of an investigation following the completion of all escalation processes, the Internal Regulator will undertake an independent internal review of the matter.

As part of the independent review the Internal Regulator will ascertain whether investigations have been undertaken in accordance with procedural fairness and natural justice.

Should the complaint involve the Internal Regulator, the Chief Executive Officer will assume the role of the Internal Regulator for the matter.

6.2.6 Chief Executive Officer (CEO)

The review will be conducted in consultation with the Chief Executive Officer (CEO). Upon completion, the Internal Regulator will provide a written report, including findings and recommendations, to the CEO for consideration and final decision.

6.2.7 Council officers, contracted employees and Council volunteers

All Council officers, including contractors and volunteers contribute to a culture that is receptive to complaints, by:

- familiarising themselves with their Council's complaints policy and process
- assisting complainants to access the complaints process and understand how complaints are managed
- treating members of the public respectfully and professionally.

7 RESPONDING TO COMPLAINTS

7.1 Complaints made to Councillors

When a Councillor receives a complaint about Council operations from a complainant, they will refer the complaint to the CEO or the relevant department director or manager.

When a Councillor wishes to make a complaint on their own issues, they will refer the issue to the CEO as referred to in the Councillor Code of Conduct.

The director or manager will respond to the complaint in accordance with this Framework as per the level two process which is outlined in Section RECORDING COMPLAINTS11 – RECORDING COMPLAINTS.

At the manager's discretion, a complaint may be de-escalated to the frontline staff if the nature of the complaint and/or request can be typically resolved at level one.

The director or manager must advise the Councillor of the outcome.

7.2 Complaints received from members of staff

Complaints from members of staff will be dealt with in accordance with the Staff Complaints Policy and Staff Complaints Procedure.

7.3 Complaints received from Members of Parliament

Any enquiries (including complaints) from Members of Parliament are to be managed by the Chief Executive Officer via the Executive Assistant.

7.4 Complaints about Allegations of Breaches of Privacy

Complaints involving allegations of breaches of privacy will be handled by the Privacy Officer in accordance with the Privacy Policy.

7.5 Complaints about decisions made at Council meetings

While Council can receive a complaint on any matter, this framework only empowers Council to investigate operational and administrative errors. They cannot investigate or overturn a formal Council body decision. The complainant may be advised which external integrity body the complaint may be directed to.

7.6 Complaints about Council officers

All Council officers are required to comply with the Staff Code of Conduct (Code) which establishes the standard of behaviour that is expected of all staff employed by Loddon Shire Council. Allegations of breaches to the code will be handled in accordance with Council's Managing Misconduct Procedure and Discipline Policy.

7.7 Complaints about contractors

Council retains a level of responsibility for services carried out by contractors on its behalf. Contract managers will ensure that all contractors are made aware of their obligations and contract managers will review any complaint handling during any regular meetings.

Where Council has made provision for a contractor to handle any complaints about their services, the complainant may be directed to contact the contractor in the first instance. If a complainant is not satisfied with the outcome of the complaint, he or she can ask Council to review the decision. All outcome letters written by contractors in relation to complaints will include the name and contact details of a Council officer/member to whom the complainant may escalate their complaint if they are not satisfied with the outcome the contractor has provided. If a complainant is not satisfied with the outcome of a complaint managed by a contractor, they can request a review in accordance with this Framework.

The manager will respond to the complaint in accordance with this Framework as per level two process.

7.8 Complaints about allegations of corrupt conduct

Where a complaint involves allegations of corrupt conduct, it will be handled in accordance with the Public Interest Disclosure Policy and Procedure.

7.9 Complaints about Councillors

Complaints regarding the conduct of Councillors will be managed in accordance with the *Local Government Act 2020 (Vic)*, the *Local Government (Governance and Integrity) Regulations 2020*, and the Model Councillor Code of Conduct.

Complaints alleging a breach of the Model Councillor Code of Conduct will be managed through the statutory Councillor conduct Framework established under Part 6 of the *Local Government Act 2020*. This Framework provides for:

- internal resolution processes
- applications for internal arbitration for alleged misconduct
- referral of allegations of serious misconduct to a Councillor Conduct Panel and
- referral of allegations of gross misconduct to the Victorian Civil and Administrative Tribunal (VCAT).

Where appropriate, complaints may also be referred to relevant external bodies, including the Local Government Inspectorate, Victorian Ombudsman, Independent Broad-based Anti-Corruption Commission (IBAC), or Victoria Police.

Council will:

- manage complaints impartially, confidentially and procedurally fairly
- ensure complaints involving Councillors are assessed independently from operational complaint processes
- advise complainants where a matter falls outside Council's jurisdiction or statutory powers and
- maintain records of complaints in accordance with legislative and privacy obligations.

7.10 Complaints about the Chief Executive Officer

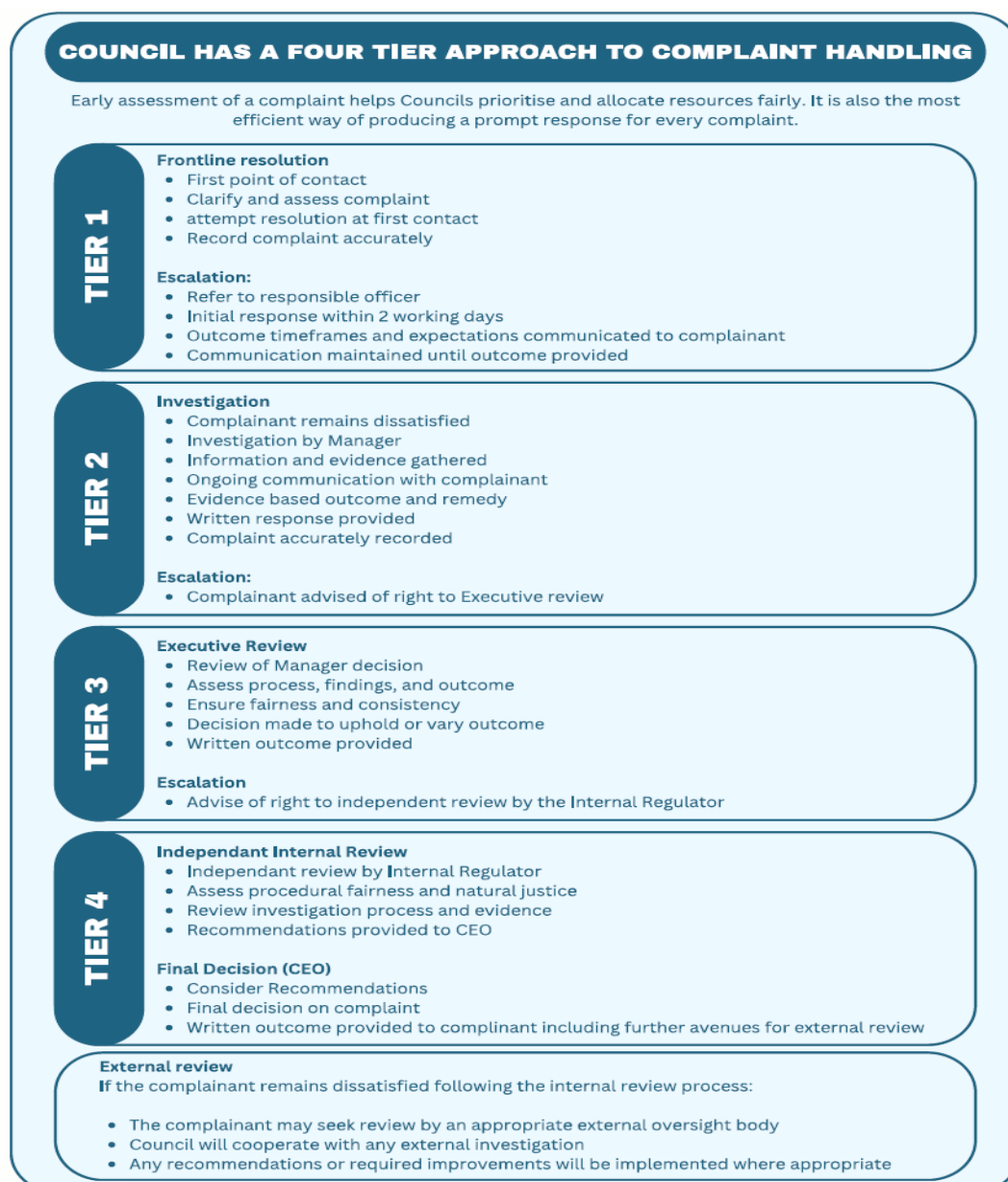
Complaints about the CEO will be managed in accordance with the Local Government Act 2020, the Public Interest Disclosure Act 2012, and the Staff Code of Conduct. Complaints must be submitted in writing to the Mayor. Upon receipt of a complaint, the Mayor will assess the nature of the matter and determine the appropriate course of action, including whether the matter should be managed internally, referred to an independent investigator, or referred to the Public Interest Disclosure Coordinator.

7.11 Timelines

Complaints will be acknowledged and followed up in accordance with the Customer Experience Charter.

7.12 Triage and escalation

Where possible, Council officers will attempt to resolve a complaint at first contact, if Council decides not to act on a complaint, the officer will explain why, and, where possible, inform the complainant about other options.



7.13 When is a complaint resolved?

It is not always possible to resolve complaints to the satisfaction of the complainant. Councils are bound by legislation and the public interest when resolving a complaint.

Council considers that a complaint is resolved when any of the following conditions are met:

- the complainant is satisfied with the Council's response
- the complainant is satisfied the issue raised has been fixed
- further action would be unreasonable because achieving agreement would require disproportionate Council resources
- the Council is confident its response would likely be upheld if externally reviewed.

8 HOW CAN A CUSTOMER MAKE A COMPLAINT?

Analysis undertaken as part of the Customer Experience Strategy found that while many customers prefer digital avenues to lodge a complaint, there is still a clear need to maintain traditional methods to ensure equity and accessibility for all.

This approach supports customers who may have limited digital access, low digital literacy, cultural or language barriers, or who simply feel more comfortable engaging in person or over the phone. It also aligns with accessibility principles by ensuring no customer is excluded from raising concerns or seeking support.

Available complaint pathways include:

Option	Details
Email	loddon@loddon.vic.gov.au
Online	https://www.loddon.vic.gov.au/Our-Council/Complaints-or-suggestions
Telephone	03 5494 1200
Post	Loddon Shire Council, PO Box 21 Wedderburn VIC 3518
In person	41 High Street, Wedderburn
Accessibility options	Details
Customer complaint Framework – easy English version	Supports customers with low literacy, cognitive disability, or those who prefer simplified information by providing complaint pathways in easy English.
Culturally safe - private consultation room	Offers a confidential, respectful space where customers can discuss concerns with privacy, cultural safety and dignity.

9 BUILDING INTERNAL CAPACITY

Building the capacity of the organisation to effectively and consistently manage complaints will support the implementation of this Framework.

The guiding principles for building this capacity include:

9.1 Training

Provide appropriate training, support and resources to officers to handle complaints.

9.2 Recognition

Recognise and reward good complaint handling by officers.

9.3 Delegations

Provide officers with appropriate authority and guidance to be able to resolve issues that commonly arise in the handling of complaints.

9.4 Empowering

Empower officers to effectively implement the organisation's complaint handling policies and procedures as relevant to their role.

10 ANONYMOUS COMPLAINTS

Anonymous complaints are to be accepted and addressed where possible. However, Council will only be able to investigate or respond to a complaint where all the necessary information is provided.

11 RECORDING COMPLAINTS

Process information for the following level one to level four complaints are contained within the Complaint Handling Procedure.

11.1 Level one – frontline resolution

Complaints resolved at level one which have resulted in a request for service will be recorded in the Customer Request Management System and used to inform continuous improvement.

11.2 Level two – investigation

Level two complaints will be escalated to a manager for investigation if there is no frontline resolution.

Complaints that have escalated to level two will be recorded as a complaint within the Customer Request Management System if received by phone or in person, or in the Electronic Document and Records Management System if received in writing. This complaint needs to include:

- the complainant's details
- how the complaint was received
- a description of the complaint
- the complainant's desired outcome (if known)
- the Council officer responsible for handling the complaint
- any action taken, including contact with the complainant, response times and the outcome
- any recommendations for improvement, and who is responsible for implementing them.

It is essential that all relevant complaint information is collected, accurately recorded and analysed to identify trends, inform decision making and drive continuous improvement.

11.3 Level three – Executive review

The same recording requirements apply to complaints that have escalated to level three as outlined under level two.

11.4 Level four – Internal Regulator review

The same recording requirements apply to complaints that have escalated to level four as outlined under level three, in addition, all documentation relating to the investigation by the

internal regulator including witness statements, evidence and recommendations must be recorded.

12 REPORTING ON PERFORMANCE

Complaints from customers who use or who are affected by our services provide us with valuable feedback about how we are performing. Council regularly analyses complaint data to identify trends and potential issues that deserve further attention. This information is used to come up with solutions about how services can be improved. Council is open and transparent about the complaints received, and what has been done to resolve them.

Council will measure and report on complaint performance using the following key performance indicators (KPIs):

1. Number of complaints received and resolved (level one).
2. Number of complaints escalated to managers/Directors (level two).
3. Number of complaints received by the Internal Regulator (level three).
4. Number of complaint outcomes upheld on review by the Internal Regulator (level three).
5. Number of unique contacts made with the Victorian Ombudsman (level four).
6. Number of complaints resolved within the Customer Experience Charter Standards.
7. Number of complaints outstanding for resolution
8. Number of changes or updates to internal process or enhancements resulting from analysis of complaint data.

The data for the KPIs will be recorded in the Customer Request Management System and the Electronic Document Records Management System with reports generated from these systems as required.

This information will be collated as part of the quarterly health check and reported to the Management Executive Group (MEG) by the Director Corporate.

13 PRIVACY AND CONFIDENTIALITY

When gathering information to respond to a complaint, Council will:

- use the information only to deal with the complaint or to address systematic issues arising from the complaint
- disclose the information in a de-identified format when disclosing data to the public
- share it with Council officers on a need-to-know basis; therefore, only tell officers that need to know, the facts they need to know, at the time they need to know them, and nothing more.

All complaints lodged with Council are subject to the Freedom of Information Act 1982 and confidentiality cannot be guaranteed under the provisions of that legislation.

14 UNREASONABLE COMPLAINANT CONDUCT

While the majority of customers have legitimate concerns and genuinely seek resolution, a small proportion of customers demonstrate unreasonable concerns and unreasonable and uncooperative behaviour.

When customers behave unreasonably in their dealings with Council officers, their conduct can have a negative impact on Council's service delivery to other customers. Because of this, Council will take immediate action to manage customer conduct that negatively and unreasonably affects the organisation, and support Council officers to do the same.

Unreasonable complainant conduct is any behaviour by a complainant which, because of its nature or frequency, raises substantial health, safety, and resource or equity issues for the Council, Council officers, other service users and customers or the customer themselves.

Unreasonable complainant conduct can be divided into five categories of conduct:

- unreasonable persistence
- unreasonable demands
- unreasonable lack of cooperation
- unreasonable arguments
- unreasonable behaviours.

14.1 Unreasonable persistence

Unreasonable persistence is continued, incessant and unrelenting conduct by a complainant that has a disproportionate and unreasonable impact on Council, Council officers, services, time and/or resources.

Some examples of unreasonably persistent behaviour include:

- an unwillingness or inability to accept reasonable and logical explanations including final decisions that have been comprehensively considered and dealt with
- persistently demanding a review simply because it is available and without arguing or presenting a case for one
- pursuing and exhausting all available review options when it is not warranted and refusing to accept further action cannot or will not be taken on their complaints
- reframing a complaint in an effort to get it taken up again
- bombarding Council officers/organisation with phone calls, visits, letters and emails (including cc'd correspondence) after repeatedly being asked not to do so
- contacting different people within Council and/or externally to get a different outcome or more sympathetic response to their complaint.

14.2 Unreasonable demands

Unreasonable demands are any demands (expressed or implied) that are made by a complainant that have a disproportionate and unreasonable impact on Council, Council officers, services, time and/or resources.

Some examples of unreasonable demands include:

- issuing instructions and making demands about how Council should handle their complaint, the priority it was/should be given, or the outcome that was/should be achieved
- insisting on talking to a senior officer or CEO personally when it is not appropriate or warranted
- emotional blackmail and manipulation with the intention to guilt trip, intimidate, harass, shame, seduce or portray themselves as being victimised – when this is not the case
- insisting on outcomes that are not possible or appropriate in the circumstances – e.g. for someone to be sacked or prosecuted, an apology and/or compensation where there is no reasonable basis for expecting this
- demanding services that are of a nature or scale that Council cannot provide when this has been explained to them repeatedly.

14.3 Unreasonable lack of cooperation

Unreasonable lack of cooperation is an unwillingness and/or inability by a complainant to cooperate with Council, Council officers, or complaints systems and processes that result in a disproportionate and unreasonable use of Council services, time and/or resources.

Some examples of unreasonable lack of cooperation include:

- sending a constant stream of comprehensive and/or disorganised information without clearly defining any issues of complaint or explaining how they relate to the core issues being complained about – only where the complainant is clearly capable of doing this
- providing little or no detail with a complaint or presenting information in ‘drips and drabs’
- refusing to follow or accept instructions, suggestions, or advice without a clear or justifiable reason for doing so
- arguing frequently and/or with extreme intensity that a particular solution is the correct one in the face of valid contrary arguments and explanations
- displaying unhelpful behaviour – such as withholding information, acting dishonestly, misquoting others, and so forth.

14.4 Unreasonable arguments

Unreasonable arguments include any arguments that are not based on reason or logic, that are incomprehensible, false or inflammatory, trivial or delirious and that disproportionately and unreasonably impact upon Council, Council officers, services, time, and/or resources.

Arguments are unreasonable when they:

- fail to follow a logical sequence
- are not supported by evidence and/or are based on conspiracy theories
- lead a complainant to reject all other valid and contrary arguments
- are trivial when compared to the amount of time, resources and attention that the complainant demands
- are false, inflammatory, or defamatory.

14.5 Unreasonable behaviours

Unreasonable behaviour is conduct that is unreasonable in all circumstances – regardless of how stressed, angry or frustrated that complainant is – because it unreasonably compromises the health, safety and security of Council officers other service users or the complainant themselves.

Some examples of unreasonable behaviours include:

- acts of aggression, verbal abuse, derogatory, racist, or grossly defamatory remarks
- harassment, intimidation, or physical violence
- rude, confronting and threatening correspondence
- threats of harm to self or third parties, threats with a weapon or threats to damage property including bomb threats
- stalking (in person or online)
- emotional manipulation.

Loddon Shire Council has a zero-tolerance policy towards any harm, abuse or threats directed toward Council employees, Councillors, contractors, or volunteers. Any conduct of this kind will be dealt with under the Equal Opportunity and Anti-Discrimination Policy and Bullying Occupational Violence Policy, in accordance with our duty of care and occupational health and safety responsibilities.

15 STRATEGIES FOR MANAGING UNREASONABLE COMPLAINANTS

The CEO may decide to deal with unreasonable customer conduct in one or more of the following ways. Any decision is to be taken after having consulted with the Director Corporate and the Director of the area responsible for the functional area being complained about.

15.1 Who they contact

Where a customer demonstrates unreasonable persistence or demands, it may be appropriate to restrict their access to a single Council officer (a sole contact point).

This Council officer will exclusively case manage their complaint(s) and interactions with Council. This will ensure they are dealt with consistently and will minimise the chances of misunderstandings, contradictions and manipulation.

15.2 What they can raise with Council

Where customers continue to engage in unreasonable conduct about issues that have already been comprehensively considered and/or reviewed (at least once) by Council, restrictions may be applied to the issues/subject matter that the customer can raise with Council.

15.3 When, where and how they can have contact

A customer's telephone, written or face-to-face contact with the Council may place an unreasonable demand on time or resources because it affects the health, safety and security of Council officers and it may also be behaviour that is persistently rude, threatening, abusive or aggressive. As such, Council may limit when, where and/or how the customer can interact with Council.

16 REMEDIES

Where Council has made an error, steps will be taken to redress the situation, offering an explanation as to why the error occurred and the actions taken to prevent it happening again.

17 REVIEW

The Manager Organisation Development will review this Framework for any necessary amendments no later than 4 years after adoption of this current version.

18 DEFINITIONS OF TERMS OR ABBREVIATIONS USED

Term	Definition
Complainant	A person or group that makes a complaint.
Complaint	An expression of dissatisfaction with: - the quality of a service provided, an action taken, or decision made by Council or its contractor - a delay or failure in providing service, taking an action, or making a decision by Council or its contractor.
Council	Loddon Shire Council, being a body corporate constituted as a municipal Council under the Local Government Act 2020.
Council officer	The Chief Executive Officer and staff of Council appointed by the Chief Executive Officer.
Councillors	The individuals holding the office of Loddon Shire Council.
Customers	An individual, business or organisation that utilises the services of the Loddon Shire Council.
Frontline staff	Any Council officer or anyone representing or contracted by Council who has direct contact with customers. This is not limited to the function of Customer Service.
Internal Regulator	Director Corporate is the Internal Regulator.

Public Interest Disclosure Coordinator	Person appointed by the CEO in accordance with the Public Interest Disclosure Act 2012 (Act) to receive disclosures regarding improper conduct within the public sector, in accordance with the Act and Council's Public Interest Disclosure Policy.
Request for service	Contact with Council to seek assistance, access to a new service, advice or to inform/make a report about something for which Council has responsibility.

19 APPENDIX 1: COMPLAINT HANDLING ORGANISATIONS

Key Victorian complaint and dispute resolution bodies

Accident Compensation Conciliation Service

Provides an independent service to resolve workers compensation disputes in Victoria.

Commissioner for Privacy and Data Protection

The key body regulating the way Victorian government agencies and local Councils collect and handle personal information.

Commission for Gender Equality in the public sector

A gender-equal Victoria for everyone. All Victorians, regardless of gender, deserve to be treated fairly

Consumer Affairs Victoria

Promotes consumer protection and ethical trading and ensures that consumer protection laws are properly enforced.

Dispute Settlement Centre – Victorian Department of Justice and Regulation

Provides an informal, impartial, accessible, low-cost dispute resolution service to the Victorian community.

Disability Services Commissioner

Deals with complaints about disability services in Victoria.

Health Services Commission

Deals with complaints about health service providers.

Local Government Investigations and Compliance Inspectorate

Investigates complaints of alleged breaches of the *Local Government Act 2020* by Councillors, senior Council officers and certain other persons.

Mental Health Complaints Commissioner

Deals with complaints about public mental health service providers.

Public Transport Ombudsman

Deals with complaints about Victorian public transport that members of the community have been unable to resolve directly with the public transport operators.

Victorian Equal Opportunity and Human Rights Commission

Responsible for eliminating discrimination in Victoria. Offers information, education and consultancy services, conducts research and provides legal and policy advice.

Victorian Inspectorate

Key oversight body in Victoria's integrity system. It can take complaints about IBAC, Chief Examiner and Examiners, Victorian Ombudsman and Auditor General.

Victorian Ombudsman

Received complaints about the administrative actions of Victorian government authorities and local Councils.

Industry complaint and dispute resolution bodies

Energy and Water Ombudsman Victoria

Dispute resolution service for Victorian electricity, gas and water consumers.

Financial Ombudsman Service

Dispute resolution scheme for disputes concerning financial services, including banking and finance, home, contents, travel and life insurance, insurance broking, financial planning, managed funds mortgage and finance broking, pooled superannuation funds, estate planning and management and traditional trustee services.

Private Health Insurance Ombudsman

Assists private health fund members to resolve disputes about health insurance.

Telecommunication Industry Ombudsman

Dispute resolution service for residential and small business customers who have a complaint about their telephone or internet service in Australia.

Tolling Customer Ombudsman

Alternative dispute resolution service for customers of CityLink and Eastlink.

Public sector corruption and police misconduct

Independent Broad-based Anti-Corruption Commission

Receives complaints and notifications about corruption and misconduct in Victorian government departments and agencies, Councils, Victoria Police, the Parliament and the judiciary; assesses potential protected disclosures under the Protected Disclosure Act 2012.

Professional Standards Command, Victoria Police

Receives complaints about Victoria Police members.

Courts and tribunals

Victorian Civil and Administrative Tribunal (VCAT)

Magistrates' Court of Victoria

County Court of Victoria

Supreme Court of Victoria

Commonwealth and interstate ombudsman

Commonwealth Ombudsman

NSW Ombudsman

Queensland Ombudsman

Ombudsman South Australia

Ombudsman Western Australia

Ombudsman Tasmania

Ombudsman NT

ACT Ombudsman