



AP8 – COMPLAINT HANDLING POLICY

MANAGEMENT PRACTICE: COMPLAINT HANDLING PROCESS

DELEGATION: N/A

OBJECTIVE

A complaint handling system is an organized way of responding to, recording, reporting and using complaints to improve service delivery to the community.

- The objectives of this Policy are to:
- Develop a structured systematic approach to dealing with complaints received by the Shire of Jerramungup from external persons.
- Assure the community that complaints may be made without fear of recrimination and that all complaints will be promptly dealt with and a (written if required) response will be given setting out the answer to the complaint providing reasons, where appropriate.
- Have complaints dealt with efficiently by an appropriate employee with minimal referral.
- Use complaints statistics to improve the effectiveness and efficiency of Council's operations.

POLICY

The Shire of Jerramungup recognises the right of its customers to make complaints about services or service delivery, and will make it a priority to address those complaints and rectify unsatisfactory consequences.

A complaint is defined as being an expression of dissatisfaction about the standard of service, actions or lack of action by the Council or its staff, affecting an individual customer or group of customers. This process applies in the case of a review of a bill or charge at the customer's request.

Anonymous complaints are not considered under this policy.

It is intended that complaints are resolved within 15 business days from the date the complaint is received.

In cases where the customer does not accept the outcome achieved by the Shire of Jerramungup by way of its complaints procedures, the complainant is to be advised of the alternatives available to have the matter reviewed/amended by another body such as the Ombudsman, Energy and Water Ombudsman, Crime and Corruption Commission, Department of Local Government, Sport and Cultural Industries etc.

Once the matter has been completed the CEO will review the circumstances of the complaint and make any relevant changes to the Shire's operations to lessen the probability of further complaints.

Relevant Legislation:	<i>Local Government Act 1995</i>
Related Documents:	Management Practice – Complaint Handling Process
Related Local Law:	N/A
Related Policies:	AP9 – Risk Management Governance Framework
Adopted:	20 May 2015 OC150508
Last Reviewed:	17 April 2019
Next Review Date:	2020