



## F9 Complaints Management

### Policy Objective

The Council Members and staff at the Shire of Ravensthorpe are committed to providing an efficient, effective, systematic and consistent approach that strives for continuous improvement in the management of complaints.

### Policy

The Shire recognises that effective complaints management is integral to customer service excellence and values all complaints and encourages a people-focused and proactive approach to complaints. The Shire recognises that effective complaints management is integral to customer service excellence and values all complaints and encourages a people-focused and proactive approach to complaints management. The Shire is committed to the following complaints management principles:

- complaints can be lodged without fear of retribution;
- the confidentiality and privacy of complainants will be protected;
- complaints will be assessed in a fair, objective and professional manner;
- complaints are resolved in a timely manner;
- ensure the application of natural justice; and
- integrate complaints information into business improvement processes.

The Shire recognises the various remedial methods that can be used to deal with a complaint:

- A review of the issue;
- Information to the customer as to how the complaint was dealt with, upon conclusion thereof;
- A change to the decision;
- A conciliation process;
- Other remedies that are considered appropriate to the circumstances i.e. an apology;
- Referral to third party for appeals e.g. State Administrative Tribunal, the State Ombudsman's Office or Department of Local Government.

### Procedure

The complaints procedure is outlined in the following steps:

- a) Customers are encouraged to discuss their complaint with the staff member which is the subject of the complaint and to attempt to resolve the issue at this level.
- b) If the complaint cannot be resolved at the first point of contact the matter will be reviewed by the Chief Executive Officer and the complainant will be advised of the outcome in writing.
- c) The advice to the customer in step 2 will include the details of an independent party the matter can be referred to if the matter is still unresolved or the complainant is still not satisfied.
- d) Once the matter has been completed, the Chief Executive Officer will review the circumstances of the complaint and make any relevant changes to the Shire's operations to lessen the probability of further complaints.

### External Review

Any complainant is able to seek external review about any complaint to either the WA Ombudsman or Department of Local Government, Sport and Cultural Industries.



<b>DOCUMENT CONTROL BOX</b>		
<b>Custodian:</b> Chief Executive Officer		<b>Decision Maker:</b> Council
<b>Compliance Requirements:</b>		
<b>Legislation:</b>		
<b>Industry:</b>		
<b>Organisational:</b>		
<b>Document Management:</b>		
<b>Risk Rating:</b> Low	<b>Review Frequency:</b> 4 Years	<b>Next Due:</b>
<b>Version #</b>	<b>Decision Reference:</b>	<b>Description:</b>
1	OCM 18/08/2020 Item 13.3	Comprehensive Policy Register Review
2	OCM 19/07/2022 Item 12.1.2	Comprehensive Policy Register Review
3	OCM 17/12/2024 Item 12.1.2	Policy Reconfirmed – No Amendments