
Policy: Customer feedback, complaints and unreasonable conduct

Responsible Officer: Group Manager People and Performance (Helen McNeil)

Recommendation

That Council:

1. Revoke the policy titled 'Feedback and Complaints Handling' dated 19 December 2018 attached to this report, and any policy revived as a result of that revocation; and
2. Adopt the draft policy titled 'Customer feedback, complaints and unreasonable conduct' attached to this report.

Background

Council's 'Feedback and Complaints Handling' policy was adopted on 19 December 2018 and is due for review. The review process has been completed and was informed by various materials published by the NSW Ombudsman including a manual on [managing unreasonable conduct by a complainant \(2021\)](#). The result of the review is a revised policy, which, if adopted will establish a set of commitments governing Rous's approach to handling and managing customer feedback, complaints and unreasonable conduct.

The proposed six (6) commitments are endorsed by the NSW Ombudsman and align with Rous's Values of Safety, Teamwork, Accountability and Respect:

1. Respectful treatment
2. Information and accessibility
3. Good communication
4. Taking ownership
5. Timeliness
6. Transparency.

If the draft policy is approved, associated internal procedures will be revised and updated where appropriate. This will include ensuring that the principles of procedural fairness underpin processes. In addition, staff training (general and specialised, as required) will be delivered.

Governance

Finance

Not applicable.

Legal

It is not a compliance requirement to have a complaints handling policy. However, having such a policy in place is consistent with contemporary business practice and is beneficial in promoting accountability, transparency and confidence in the public sector.

Some types of complaints, such as public interest disclosures, are required to be managed in accordance with specific legislative requirements. Making of the proposed policy will not change that.

Consultation

The revised policy has been developed in consultation with the Customer and Communications Manager and the Governance and Risk Manager.

Attachments:

1. Proposed 'Customer feedback, complaints and unreasonable conduct' policy, with track changes.
2. Current 'Feedback and Complaints Handling' policy, for revocation.