

# Policy

## Feedback and complaints handling

Approved by Council: 19/12/2018

To efficiently and fairly manage feedback and complaints from customers and members of the public about the level and quality of Council service.

Safety

Teamwork

Accountability

Respect

### Background

Council recognises the importance of an effective feedback and complaints handling system, acknowledging it provides an opportunity for Council to review its performance and provide the highest possible quality of service to customers and the community.

### Policy statement

Council acknowledges the right of all persons to provide feedback and lodge complaints about the level and quality of Council service. Feedback and complaints must be dealt with:

- in a timely manner;
- in accordance with Council Procedure; and
- with the principles of procedural fairness in mind.

Council is committed to providing an accessible feedback system for all persons and will accept feedback or complaints via any reasonable means appropriate to the individual providing the feedback or complaint. Council will make any reasonable adjustments where requested or appropriate, to ensure all members of the community are able to provide feedback or make a complaint to Council.

### Note:

This policy is in addition to, and does not seek to derogate from the operation of, any law or Council policy including but not limited to the making of:

1. a protected disclosure under the *Public Interest Disclosures Act 1994*;
2. an application for an internal review of alleged breaches of privacy under the *Privacy and Personal Information Protection Act 1998*;
3. an application for internal review of refusals of access to or amendment of documents under the *Government Information and Public Access Act 2009*.

### Contact officer

General Manager; Group Manager People and Performance; Group Manager Corporate and Commercial; Governance Officer.

### Related documents

#### Policies

N/A

## Procedures

Feedback and Complaints Handling.

## Legislation

*Civil Liability Act 2002*

*Government Information and Public Access Act 2009*

*Local Government Act 1993*

*Privacy and Personal Information Protection Act 1998*

*Public Interest Disclosures Act 1994*

## Other

N/A

For revocation

<b>Office use only</b>	File no.: 172	Next review date: [2 years]	
Version	Purpose and description	Date adopted by Council	Resolution no.
1.0		11/02/2009	
2.0	To efficiently and fairly manage feedback and complaints from customers and members of the public about the level and quality of Council service.	19/12/2018	124/18