
Policy: Customer Feedback Complaints and Unreasonable Conduct

Responsible Officer: Group Manager Organisational Services (Helen McNeil)

Recommendation

That Council:

1. Revoke the policy titled 'Customer feedback, complaints and unreasonable conduct' dated 14 December 2022 attached to this report, and any policy revived as a result of that revocation; and
2. Adopt the revised policy of the same name attached to this report.

Background

Council's policies are continually reviewed for suitability and currency to promote and deliver against Council's commitment to continuous improvement and legislative compliance.

The [Customer Feedback, Complaints and Unreasonable Conduct policy dated 14 December 2022](#) was reviewed as part of this ordinary policy review cycle.

Review outcome

The current policy was informed by various materials published by the NSW Ombudsman including a manual on [managing unreasonable conduct by a complainant \(2021\)](#). It establishes a set of six (6) commitments governing Rous's approach to handling and managing customer feedback, complaints and unreasonable conduct:

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

Through the review processes, no changes to the above guidance material were identified and the six (6) commitments outlined above were determined to remain relevant and current.

A minor amendment to the review frequency of the current policy was identified that would achieve administrative efficiencies by aligning the review frequency of the policy with the majority of Council policies, being a four (4) yearly cycle rather than a two (2) yearly cycle.

Governance

- **Finance**

Not applicable.

- **Legal**

It is not a compliance requirement to have a complaint 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.

There is no prescribed statutory review frequency for a policy of this type, and it is open to Council to determine an appropriate review schedule.

Consultation

The revised policy has been updated in consultation with the Governance and Risk Manager.

Conclusion

The Customer Feedback, Complaints and Unreasonable Conduct policy has been reviewed and remains current subject to a minor amendment to its review frequency. It is therefore recommended to Council for re-adoption with a review frequency of four (4) years.

Attachment

1. Revised Customer feedback, complaints and unreasonable conduct policy (for **approval**).