



Cloncurry Shire Council

**POLICY
NO.**

COR 1028

ADMINISTRATIVE ACTIONS COMPLAINTS MANAGEMENT POLICY

1. Background and Context:

The Cloncurry Shire Council (Council) acknowledges the right of customers to provide feedback on Council services. This feedback will on occasion be in the form of a complaint.

Section 268(1) of the *Local Government Act 2009* requires that a local government must adopt a process for resolving administrative action complaints.

The purpose of this policy is to outline Council's complaints management process and how a complaint is to be assessed, acted upon and resolved.

2. Scope:

This Policy applies to all Council employees dealing with administrative action complaints.

An administrative action complaint is a written complaint by a complainant that is about an administrative action of Council, including the following:

- A decision or failure to make a decision
- An act or failure to do an act
- The formulation of a proposal or intention
- The making of a recommendation

This policy does not apply to:

- An allegation of misconduct or corrupt conduct by an employee
- An allegation of misconduct or corrupt conduct by the Mayor or Councillor
- A Public Interest Disclosure

3. Objectives:

The objectives of the policy and associated procedure are:

To provide a fair, independent and timely investigation and resolution for complaints from customers who believe they have been adversely affected by decisions or actions of Council.

To help improve Council's decision and administrative processes by using the complaint as an opportunity to provide administrative improvements.

To provide an administrative actions complaints management process that enhances Council's accountability, increases community confidence in the complaint process and increases staff's confidence in processing complaints.

4. Definitions:

Administrative Action Complaint a complaint about a matter of administration, including each of the following:

- a decision and an act;
- a failure to make a decision or do an act, including a failure to provide written reasons for a decision;
- the formulation of a proposal or intention;
- the making of a recommendation.

Administrative Actions

Complaints Officer is the Shared Services Manager

Council Service Complaints are of an external request nature about the service delivery provided by Council.

Affected Person is as follows:

- a) a person who is apparently directly affected by an administrative action of Council.

Complainant is an affected person as defined above.

Staff includes permanent, part-time, temporary, casual, contractors, volunteers and all others who perform work on behalf of Council.

5. Roles and Responsibilities:

Directors and Managers are responsible for ensuring staff understand the complaints management process and associated procedure.

The Manager of Shared Services is the Administrative Actions Complaints Officer for all initial complaints regarding Council services.

The Manager of Shared Services will have carriage of all complaints during the process and ensure appropriate Council officers undertake any required investigations.

6. Policy:

This Administrative Actions Complaints Policy outlines Council's proactive approach to dealing with complaints. It is to be read in conjunction with the Administrative Actions Complaints Procedure.

All complaints will be managed in a professional and timely manner. Complaints will be considered an opportunity to improve performance standards and have meaningful engagement with the complainant. There are three levels to the Complaint Management Process:

1. Frontline complaint handling focusing on early resolution.
2. Internal assessment and investigation.

3. Alternative dispute resolution or external review.

All complaints will be handled in a staged way by:

- Receiving
- Recording
- Processing
- Responding
- Reporting

All complaints must be in writing.

Complaints about the conduct and performance of Councillors and staff behaviour are not covered under this policy. Please refer to the Code of Conduct Employees or Code of Conduct Councillors for these categories of complaint.

Related Legislation:

Local Government Act 2009
Crime & Misconduct Act 2001
Public Interest Disclosure Act 2010
Right to Information Act 2009
Information Privacy Act 2009
Judicial Review Act 1991
Public Interest Disclosure Act 2010

Adopted by Council Resolution

POLICY VERSION AND REVISION INFORMATION

Version No.	Date Adopted	Review Date
1	23 October 2019	10/2020

Policy Authorised by: David Bezuidenhout



Title: Chief Executive Officer