

Council Policy

Council Policy Name: Complaints Management

Responsible Directorate: Finance and Corporate Services

Version: Adopted

1. PURPOSE

- 1.1. Council recognises the importance of receiving, acknowledging and resolving Complaints from its community, to improve service provision.
- 1.2. The purpose of this Policy is to provide guidance and set out expectations in relation to the City's Complaints management approach.

2. SCOPE

- 2.1. This Policy is applicable to the receipt and management of all Complaints as defined.
- 2.2. This Policy does not include those complaints dealt with under the *Local Government Act*, specifically being Part 4 - Division 9 Electoral Process, Part 4 - Division 10 Validity of Elections, Part 4 - Division 11 Electoral Offences, Part 5 - Division 6 Disclosure of Financial Interests and Gifts, and Part 5 - Division 9 Conduct of Certain Officials.

3. DEFINITIONS

Term	Meaning
Complaint	an expression of dissatisfaction with a level of service, repeated lack of promised service or response, or the conduct of any person employed by the City of Busselton, which is not anonymous, made to the City of Busselton through its Councillors, the Chief Executive Officer or any of its employees in writing or verbally, where a response or resolution is explicitly or implicitly expected
Policy	this City of Busselton Council policy titled "Complaints Management"

4. STRATEGIC CONTEXT

- 4.1. This Policy links to Strategic Theme 4. LEADERSHIP - A Council that connects with the community and is accountable in its decision making, of the City's Strategic Community Plan June 2021 and specifically the following Strategic Priorities:
 - a. 4.2: Deliver governance systems that facilitate open, ethical and transparent decision making; and
 - b. 4.4: Govern a professional organisation that is healthy, capable and engaged.

5. POLICY STATEMENT

- 5.1. The City of Busselton regards the provision of timely, impartial and equitable complaint resolution as a core strategic responsibility, and crucial to ensuring the delivery of quality services.
- 5.2. The City's Code of Conduct and its Customer Service Charter details expectations in relation to employee behaviour and levels of service.
- 5.3. The City will support and promote a culture where complaints are seen as opportunities to learn and improve service delivery.
- 5.4. The City will manage all Complaints in a manner that is:
 - a. focused on the customer with visible and accessible contact points provided for Complaints;
 - b. responsive and empathetic to people who have cultural and language differences, disabilities, literacy issues and requirements relating to remote access;
 - c. objective, fair and neutral;
 - d. confidential wherever possible and respectful of a person's privacy;
 - e. accountable and transparent, with appropriate and efficient record-keeping and decision-making;
 - f. outcome focused and ensures the customer is involved in the entire process until resolution of the Complaint;
 - g. free of reprisals against any person involved in the Complaint management process; and
 - h. accessible and accountable for the continued improvement of the management of Complaints.
- 5.5. A Complaint is not:
 - a. a request for service;
 - b. a request for information;
 - c. the lodging of an appeal in accordance with a standard procedure or policy;
 - d. a freedom of information enquiry;
 - e. an allegation of a breach of the law by a third party; or
 - f. an expression of dissatisfaction with a decision.
- 5.6. The CEO will establish operational practices and mechanisms to facilitate the objectives of this Policy and ensure they are available to the community.

6. RELATED DOCUMENTATION / LEGISLATION

- 6.1. City of Busselton Customer Service Charter
- 6.2. City of Busselton Code of Conduct
- 6.3. *State Records Act 2000 (WA)*
- 6.4. CUS 100 (OPP) Complaints Handling Practice and Procedure

7. REVIEW DETAILS

Review Frequency		3 yearly		
Council Adoption	DATE	12 August 2020	Resolution #	C2008/078
Previous Adoption	DATE	24 April 2012	Resolution #	C1204/104