


<b>Administrative Action Complaint Policy</b>		 <b>Longreach Regional Council</b>
Policy Number:	2.8	
Policy Category:	Statutory	
Authorised by:	Res-2017-04-102	
Date approved:	20 March 2017	
Review Date:	20 March 2019	

## **LEGISLATION**

*Local Government Act 2009*

*Local Government Regulation 2012*

## **PURPOSE**

This purpose of this policy is to provide a clear administrative process for the handling of administrative action complaints from receipt through to resolution, made by affected persons about a decision made by council or council officers.

## **SCOPE**

This policy applies to all Councillors and employees and deals with administrative action complaints as identified under section 268 of the *Local Government Act 2009* made to the local government.

## **DEFINITIONS**

***Administrative Action Complaint*** – administrative method of handling and resolving complaints made by affected persons about:

- A decision, or failure to make a decision, including failure to provide a written statement of reasons for a decisions;
- An act, or failure to do an act;
- The formulation of a proposal or intention; and/or
- The making of a recommendation.

***Affected Person*** – Is a person who is apparently directly affected by an administrative action of a local government.

## **POLICY STATEMENT**

Council aims to provide a level of customer service the does not attract complaints, but acknowledges the right of persons to provide feedback, both positive and negative, on its services and/or to lodge a complaint about a decision or action taken.

Council encourages feedback to assist with improving its business and customer service processes. Therefore the complaints management system process will be readily available to and able to be understood by all persons.

Complaints are to be managed in accordance with the Complaints Management System, which sets out the process for receiving, acknowledging, investigating and responding to complaints.

All complaints are to be:

- Accepted by any means, whether it is by phone, in person, in writing or anonymous;
- Assessed and categorised as per complaints management system;
- Acknowledged and resolved in a timely manner;
- Dealt with fairly, confidentially and objectively;
- Where appropriate referred to external agencies;
- Observe and comply with any legislative requirements;
- Reported on from time to time;
- Tracked and monitored;
- Resolved by mediation, negotiation and informal resolution where possible.

All complainants are to be:

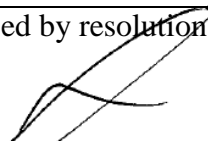
- Provided with a written statement of the outcomes as soon as practical;
- Given a reason for the outcome;
- Advised of any internal review and/or external appeal options.

Council will use the complaint management system to deliver excellence in customer service, encourage open and honest communication and encourage continuous improvement. The process is aimed at improving the community's confidence in council's complaints management system and enforcing council's reputation of being accountable, open and transparent.

## **RELATED DOCUMENTS**

Management Directive - Complaints Management System

Authorised by resolution as at 20 April 2017:



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Ian Bodill  
Chief Executive Officer