

POLICY TITLE: ADMINISTRATIVE ACTION COMPLAINTS
POLICY NUMBER: CGFS-117
CATEGORY: Council Policy
CLASSIFICATION: Statutory

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Policy Author			
Governance and Corporate Services			
Endorsed by			
Director Corporate Governance and Financial Services			
Responsible Position			
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1. Purpose

Isaac Regional Council (IRC) is required to have an administrative actions complaints process in place to deal with complaints received. This includes administrative action of Council, a decision or failure to make a decision, failure to provide a written statement of a reason for a decision, failure to do an act, formulation of a proposal or intention and making of a recommendation. It will ensure compliance with provisions of the Local Government Act 2009 and Local Government Regulation 2012 and guide Council and its employees in resolving and learning from administrative action complaints.

2. Scope

The administrative action complaints policy has been developed in accordance with the requirements of the Local Government Act 2009 (the Act) for resolving complaints by affected persons about administrative actions of Council.

However, the administrative action complaints policy does not apply to a complaint:

- That could be made under Chapter 3 of the Act about competitive neutrality issues
- About official misconduct that should be directed to the Crime and Misconduct Commission
- Made under the Public Interest Disclosure Act 2010
- That is a customer request for information or a request made to Council for some action to be taken on behalf of a customer
- That is about a member of staff

3. Definitions

Term	Meaning
Administrative action	an action by Council about a matter of administration
Administrative Action Complaints	statutory complaints process described in Chapter 7, Part 6 of the Act
Affected person:	a person who is directly affected by an administrative action of Council
CEO	Chief Executive Officer
Complainant	affected person or organisation making a complaint
Complaint	expression of dissatisfaction by a person regarding a decision or other action of the Council either in writing or verbally
Complaints Officer	officer appointed by Council for the internal review of any complaint
Council Officer:	includes a permanent, temporary, casual or contract member on the Council staff
Director	Head of Directorate who is responsible for various functions of the Council and who reports directly to the CEO
Executive Leadership Team (ELT)	CEO and all directors
IRC	Isaac Regional Council

Term	Meaning
Request for Service	request for the Council to take action to satisfy the needs of a customer or ratepayer
The Act	Local Government Act 2009

4. Policy Statement

Council intends to provide a level of customer service that does not attract complaints, but acknowledges the right of persons to provide feedback, both positive and negative, on its services and/or decisions.

The administrative action complaints policy has been developed to ensure that every complaint is dealt with fairly, promptly, professionally, in confidence (subject to any legal requirements), and in a manner respectful to the complainant in accordance with Council's customer service charter. Council commits to providing adequate resources and trained officers to deal with complaints and to record and analyse complaints data.

4.1 Policy

The following objectives have been established for Council's complaint handling activities:

- To be fair, efficient and consistent in the treatment of complaints about decisions and other administrative actions of the Council
- Implement an administrative action complaints policy that is easy to understand and is readily accessible to all
- Detect and rectify administrative errors
- Identify areas for improvement in Council administrative practices
- Increase awareness of the administrative action complaints policy for Council staff and the community
- Enhance community confidence in the complaints process, and the reputation of the Council as being accountable and transparent
- Build the capacity of staff to effectively manage complaints in an environment of continuous improvement

4.2 Process for selecting and appointing a complaints officer to investigate complaints

Council may:

- Select and appoint the CEO as a complaints officer for the internal review of any complaint
- Delegate the CEO the power to select and appoint a person or persons investigate complaints
- The CEO may delegate powers to another employee of the Council

4.3 Review of policy

This policy will be reviewed when any of the following occur:

- The related documents are amended or replaced
- Other circumstances that occur, actioned by a resolution of Council

5. Communication Channels

The administrative actions complaints policy will be communicated throughout the Council via:

- An announcement on the IRIS intranet
- Online Policy Library

6. References and Related Documents

- Local Government Act 2009 Section 268
- Local Government (Operations) Regulation 2012, Chapter 9, Part 4, Section 306
- Local Government (Finance, Plans and Reporting) Regulation 2012, Section 187
- Australian Standard AS-ISO-10002-2006 Customer satisfaction—Guidelines for complaints handling in organizations
- Model Complaint Policy: Department of Local Government, Planning, Sport & Recreation

7. Acknowledgement

Mackay Regional Council, Queensland