

# Complaints Management Policy

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Approved by:	General Meeting
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## Head of Power

The *Local Government Act 2009* (the Act) and the *Local Government Regulation 2012* requires Council to establish a complaints management process for resolving various types of complaints.

This Policy supports Council's priority to build strong communities and includes clear accountabilities, ethical standards of behaviour and a commitment to act in accordance with the 'local government principles' outlined in section 4 of the Act.

## Policy Objective

To recognise the importance of having a Complaints Framework and Policy that considers all complaints in an equitable and unbiased manner, based on the principles of natural justice. The complaints management process has been designed to be used as an opportunity to continuously improve on the level and quality of service provided to the public.

The complaints management policy covers:

- Human Rights/Discrimination complaints.
- Complaints about the use of personal information.
- Complaints made against employees or the Employee Code of Conduct.
- Complaints relating to corrupt conduct.
- Public interest disclosures.
- Penalty Infringement Notices.
- Claims for compensation.
- Development matters.
- Environmental nuisance complaints.
- Competitive neutrality complaints (see section 48 of the Act).
- Decisions made under the *Animal Management (Cats and Dogs) Act 2008*.
- Complaints not otherwise listed ('General complaints').

The complaints management policy does not cover:

- Complaints relating to elected officials

## Policy Statement

Redland City Council, through its Corporate Plan, is committed to providing services that deliver our community's shared vision and collective aspirations; *Naturally wonderful lifestyle. Connected community. Embracing opportunities.* We are a values led organisation and our organisational values encapsulate what we care about, influence how we operate and support our mission: Make a difference, make it count.

Council is committed to resolving complaints efficiently, fairly and confidentially. To do this, Council will ensure that:

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Department:	Organisational Services	Group:	Corporate Governance
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- Complaints are managed efficiently and will be managed by the first point of contact, or the relevant team in the first instance.
- Complainants are regularly kept informed of the status of their complaint and provided reasons for Council's decisions.
- Complaints are filed in accordance with Council's record keeping Policies and Guidelines. Furthermore, Council will protect the information provided by complainants by limiting access to those who require it.
- Council will cooperate with external review bodies as required, to provide timely and satisfactory outcomes to Council, complainants and the general public.

## Definitions

Nil

## Associated Documents

*Crime and Corruption Act 2001*

*Industrial Relations Act 2016*

*Information Privacy Act 2009*

*Local Government Act 2009*

*Local Government Regulation 2012*

*Ombudsman Act 2001*

*Public Interest Disclosure Act 2010*

*Right to Information Act 2009*

Employee Code of Conduct

Complaints against a Public Official Policy ([A3155955](#))

Managing Unreasonable Complainant/Customer Conduct ([A3154119](#))

Investigations Policy ([A3466798](#))

Public Interest Disclosure Policy ([A3154424](#))

Fraud and Corruption Prevention Policy ([A3155236](#))

Administrative Action Complaints Management Guideline ([A3161901](#))

Managing Unreasonable Complainant/Customer Conduct ([A3169271](#)).

Public Interest Disclosure Guideline ([A3169229](#))

Fraud and Corruption Prevention Guideline ([A3169258](#))

Managing Frontline Complaint Procedure ([A5166917](#))

Managing Administrative Review Complaints Procedure ([A5166915](#))

Managing Employee Complaints Procedure ([A5166913](#))

Managing External Reviews ([A5166914](#))

## Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

# Complaints Management Policy

## Version Information

Version number	Date	Key Changes
4	June 2013	<ul style="list-style-type: none"> <li>Updated Section 306 of the Local Government Regulation 2012.</li> <li>Added necessity in certain circumstances to divulge complainant's identity in order to have an allegation properly investigated.</li> <li>Removed policy statement that complaints about Council decisions will not be dealt with under this policy.</li> <li>Added that the general manager who is delegated responsibility to deal with a complaint about the CEO will consult with the Mayor.</li> <li>Changed responsible department from Governance &amp; Planning to General Counsel. <ul style="list-style-type: none"> <li>Changed responsible group from Office of CEO to General Counsel.</li> </ul> </li> </ul>
5	June 2019	<ul style="list-style-type: none"> <li>Replaced 'Policy Objective'.</li> <li>Added 'Scope', 'Legislation' and 'Related Guidelines'.</li> <li>Amended 'Policy Statement'.</li> <li>Changed responsible department from Office of the CEO to Organisational Services.</li> <li>Changed responsible group from General Counsel to Corporate Governance.</li> </ul>
6	November 2019	<ul style="list-style-type: none"> <li>Administrative updates resulting from policy framework review.</li> </ul>
7	August 2021	Administrative updates only as follows: <ul style="list-style-type: none"> <li>Changed name to reflect the global complaints process</li> <li>Replaced Administrative Action Complaint Process with Complaints Framework</li> <li>Updated list of what the policy covers and what it doesn't cover</li> <li>Updated with new Corporate Plan references</li> </ul>
8	March 2022	Administrative update to include reference to the new Corporate Plan