

COUNCIL POLICY LG533

COMPLAINTS MANAGEMENT

KEY FOCUS AREA **Leadership and Governance**



Purpose

The purpose of this policy is

1. Demonstrate the Town of Claremont's (**Town**) commitment to receiving, acknowledging and resolving complaints in order to improve service provision.
2. To develop a structured and systematic approach to dealing with complaints.
3. To provide guidance and set out expectations in relation to the Town's complaints management approach.

Definition

Complaint means an expression of dissatisfaction with the Town, a level of service, a lack of promised service or response, or the conduct of a person employed by or representing the Town, which is not anonymous, made to the Town through its Elected Members, Chief Executive Officer or any of its employees in writing or verbally, where a response or resolution is explicitly or implicitly expected.

Policy

The Town Code of Conduct and Customer Experience Charter detail expectations in relation to employee behavior and levels of service.

The Town will support and promote a culture where complaints are seen as opportunities to learn and improve service delivery. The Town's approach to managing complaints will be as follows:

- Complaints will remain confidential wherever possible and respectful of a person's privacy.
- Complaints are to be processed within the time frames specified in the Customer Experience Charter.
- Focused on the complainant with visible and accessible contact points provided for complaints.
- Accountable and transparent.
- Responsive and empathetic.
- Objective, fair and neutral.
- Outcome focused and ensure the complainant is involved in the process.
- Free of reprisals against any person involved in the complaint management process.
- The complainant will be kept aware of the progress of a complaint throughout the complaints process; where a complaint has come via an Elected Member, the Town will ensure that the Elected Member is made aware of the progress or outcome of the complaint.
- To monitor and track any trends in complaints. The CEO will report on complaints management to the Audit and Risk Management Committee at least bi-annually.
- To provide training to employees in complaints management.
- All correspondence relating to a complaint will be recorded within the Town's records management system.

The Town may refuse to investigate a complaint or may respond to the complainant outside of the Customer Experience Charter timeframes:

- If in the opinion of the Chief Executive Officer a complaint is trivial, frivolous and/or vexatious.
- The complainant is abusive, aggressive, rude, angry, harassing and/or hostile.

The substance of a complaint will dictate the resources allocated by the Town to the complaint.

The Town may determine to take one of the following courses of action:

- Take no further action and advise the complainant of the reason/s.
- Resolve the complaint by use of appropriate strategies such as, but not limited to, mediation, informal discussion or negotiation.
- Discontinue the assessment in circumstances where it becomes evident that the matter should be referred to another body or person and advise the complainant accordingly.

If a complainant is not satisfied with the way that the Town has handled their initial complaint then they may apply for an internal review of the complaint. The reviewing officer will be senior to the initial officer and will reconsider the decision reached, taking all relevant matters into account.

Document Control Box			
Legislation:	Nil		
Organisational:	Code of Conduct Customer Experience Charter Online Complaint Form		
Version #	Decision:	OCM Date:	Resolution Number:
1.	Adopted	16 February 2021	020/21

