

Shire of Mundaring

POLICY

COMPLAINT MANAGEMENT

Policy Ref: AS-02

Adopted:	C8.09.07	Date:	25 Sept 2007
Reviewed:	C3.08.10	Date:	24 August 2010
Reviewed:	C11.12.18	Date:	11 December 2018
OP Ref:			
Procedure Ref:	Admin-41 Complaints Management	Delegation Ref:	n/a
Statute Ref:	n/a		
Other Ref:	AS/NZS 10002:2014 Guidelines for complaint management in organisations		

PURPOSE

To ensure that Shire of Mundaring employees handle complaints fairly, efficiently, effectively and in accordance with the key principles of complaint handling as identified by the Ombudsman Western Australia.

Our complaint management system is intended to :

- Enable us to respond to issues raised by people making complaints in a timely and cost effective way;
- Provide public confidence in our administrative process; and
- Provide information that can be used by us to deliver quality improvements in our services, employees and complaint handling.

SCOPE

This policy applies to all employees receiving or managing complaints from the public made to or about Shire of Mundaring, regarding Shire services, employees, contractors and the complaint handling process.

Employee grievances, code of conduct complaints, public interest disclosures and Freedom of Information requests are dealt with through separate mechanisms.

DEFINITION

For the purpose of this Policy -

A complaint is:

Any expression of dissatisfaction or concern made to the Shire of Mundaring by, or on behalf of, an individual, group or member of the public, that relates to the Shire's

services, or the performance, behaviour and conduct of employees, or the complaints handling process itself.

A complaint is not:

- A request for action, service or information;
- A request for a compliance investigation into another resident;
- A complaint against an elected member alleging misconduct;
- A Freedom of Information application;
- An expression of dissatisfaction with a decision; or
- The lodging of an appeal in accordance with procedures prescribed by legislation.

POLICY

Shire of Mundaring is committed to the ten principles of effective complaint handling as supported by the Ombudsman Western Australia:

1. **Customer focus** – the Shire is committed to effective complaint handling and values feedback through complaints.
2. **Visibility** – information about how and where to complain is well publicised to customers, employees and other interested parties.
3. **Accessibility** – the process for making a complaint and investigating it is easy for complainants to access and understand.
4. **Responsiveness** – complaints are acknowledged promptly, addressed according to urgency, and the complainant is kept informed throughout the process.
5. **Objectivity and fairness** – complaints are dealt with in an equitable, objective and unbiased manner. This will help ensure that the complaint handling process is fair and reasonable. Proactive and decisive action will be taken to manage any conduct that negatively and unreasonably affects Shire employees.
6. **Confidentiality** – personal information related to complaints is kept confidential.
7. **Remedy** – if a complaint is upheld, the Shire provides a remedy.
8. **Review** – there are opportunities for internal and external review and/or appeal about the Shire's response to the complaint, and complainants are informed about these avenues.
9. **Accountability** – accountabilities for complaint handling are clearly established, and complaints and responses to them are monitored and reported to management and other stakeholders where appropriate.
10. **Continuous improvement** – complaints are a source of improvement for the Shire.

APPLICATION

This Policy shall be applied in accordance with Shire of Mundaring's *Procedure Admin-41 Complaints Management*.