

# Complaint Management

Policy



Banyule City Council is proud to acknowledge the Wurundjeri Woi-wurrung people as Traditional Custodians of the land and we pay respect to all Aboriginal and Torres Strait Islander Elders, past, present, and emerging, who have resided in the area and have been an integral part of the region's history.

# Contents

---

<b>Complaint Management</b> .....	<b>1</b>
Policy.....	1
<b>Contents</b> .....	<b>3</b>
<b>Document control</b> .....	<b>4</b>
<b>Purpose</b> .....	<b>5</b>
<b>Objectives</b> .....	<b>5</b>
Banyule Service Promise.....	6
Guiding Principles .....	7
<b>Diversity Statement</b> .....	<b>7</b>
<b>Scope</b> .....	<b>8</b>
Complaints about contractors .....	8
Complaints about allegations of corrupt conduct.....	9
<b>Human Rights</b> .....	<b>9</b>
<b>Definitions</b> .....	<b>9</b>
<b>Roles and Responsibilities</b> .....	<b>10</b>
Internal Responsibilities.....	10
External Responsibilities .....	11
<b>How to make a complaint</b> .....	<b>12</b>
Accessibility.....	12
Anonymity .....	12
<b>Complaint handling procedure</b> .....	<b>12</b>
Overview .....	12
Outcomes.....	14
Remedies.....	14
Privacy .....	14
Recording Complaints and Requests for Service.....	14
Reporting on Performance .....	15
Unreasonable Complainant Conduct.....	15
Discretion to refuse a complaint .....	15
Responsible.....	16
Approval .....	16
<b>Appendix 1: Complaint Management Procedure</b> .....	<b>17</b>
<b>Appendix 2: Complaints and Resolution (External Body)</b> .....	<b>18</b>
<b>Appendix 3 Complaint Examples</b> .....	<b>19</b>

# Document control

<b>CD number</b>	CD17985		
<b>Policy owner</b>	Customer Experience & Business Improvement		
<b>Adoption date</b>	30 April 2021	<b>Scheduled review date:</b>	30 April 2026

This policy is aligned with the governance principles and supporting principles as specified in the Local Government Act 2020.

Relevant legislation	<ul style="list-style-type: none"> <li>• Local Government Act 2020</li> <li>• Charter of Human Rights and Responsibilities Act 2006</li> <li>• Freedom of Information Act 1982</li> <li>• Independent Broad-based Anti-Corruption Commission Act 2011</li> <li>• Privacy and Data Protection Act 2014</li> <li>• Public Interest Disclosures Act 2012</li> <li>• Occupational Health and Safety Act 2004</li> <li>• Occupational Health and Safety Regulations 2017</li> <li>• Gender Equality Act 2020</li> <li>• Victorian Ombudsman Act 1973</li> <li>• Equal Opportunity Act 2010</li> </ul>																						
Related policies & procedures	<table> <tr> <td>CD18548</td> <td>Unreasonable Customer Behaviour Guidelines</td> </tr> <tr> <td>CD18547</td> <td>Unreasonable Customer Behaviour Policy</td> </tr> <tr> <td>CD5508</td> <td>Banyule Service Promise</td> </tr> <tr> <td>CD16435</td> <td>Privacy Policy</td> </tr> <tr> <td>CD5975</td> <td>Information Privacy Guidelines</td> </tr> <tr> <td>CD15753</td> <td>Staff Code of Conduct</td> </tr> <tr> <td>CD15487</td> <td>Protected Disclosures Procedures</td> </tr> <tr> <td>CD13059</td> <td>Human Rights Guidelines for Staff</td> </tr> <tr> <td>CD14841</td> <td>Bullying and Harassment Policy</td> </tr> <tr> <td>CD16674</td> <td>Councillor and Staff Interaction Protocols</td> </tr> <tr> <td>CD18363</td> <td>Occupational Violence Procedures</td> </tr> </table>	CD18548	Unreasonable Customer Behaviour Guidelines	CD18547	Unreasonable Customer Behaviour Policy	CD5508	Banyule Service Promise	CD16435	Privacy Policy	CD5975	Information Privacy Guidelines	CD15753	Staff Code of Conduct	CD15487	Protected Disclosures Procedures	CD13059	Human Rights Guidelines for Staff	CD14841	Bullying and Harassment Policy	CD16674	Councillor and Staff Interaction Protocols	CD18363	Occupational Violence Procedures
CD18548	Unreasonable Customer Behaviour Guidelines																						
CD18547	Unreasonable Customer Behaviour Policy																						
CD5508	Banyule Service Promise																						
CD16435	Privacy Policy																						
CD5975	Information Privacy Guidelines																						
CD15753	Staff Code of Conduct																						
CD15487	Protected Disclosures Procedures																						
CD13059	Human Rights Guidelines for Staff																						
CD14841	Bullying and Harassment Policy																						
CD16674	Councillor and Staff Interaction Protocols																						
CD18363	Occupational Violence Procedures																						

# Purpose

---

The aim of this Complaints Management Policy is to provide Council's customers with a fair, consistent, and structured process for handling complaints if they are dissatisfied with a service, action, or decision of Council.

Banyule City Council is committed to providing a high level of service to all customers who contact us to utilise our services, request services, request information or make a complaint. Council's ability to succeed depends on:

- Our ability to do our work and perform our functions in the most effective and efficient ways possible.
- The health, safety wellbeing and security of our staff.
- Our ability to allocate resources fairly across all requests we receive.

If our service does not meet customer expectations, or we make a mistake, we encourage customers to contact us directly so we can resolve the issue promptly. We are committed to complaint handling and creating a culture that encourages feedback and complaints. We wish to learn from complaints and improve our services as a result of the feedback we receive.

We are committed, at all levels of the organisation, to resolve complaints efficiently, impartially, and courteously.

Emphasis will be placed on resolving complaints as quickly as possible. However, where complaints cannot be settled quickly or easily, we will ensure that they are dealt with according to this policy.

This policy is based on the Victorian Ombudsman's Complaints: Good Practice Guide for Public Sector Agencies (September 2016) and [Revisiting councils and complaints' report \(October 2019\)](#) and is in line with sections 106 and 107 of the Local Government Act 2020.

# Objectives

---

This policy aims to:

- put in place an open and transparent complaint handling system.
- ensure staff manage complaints consistently, respectfully, and objectively.
- set our timeframes for resolving complaints.
- clarify the roles and responsibilities of staff.
- establish how staff record and analyse complaint data to identify where we can improve our services.

# Banyule Service Promise

The Banyule Service Promise outlines:

- Our commitment to you on the type and level of service you can expect to receive.
- Your rights
- How complaints will be managed.

The Banyule Service Promise forms the foundation of Customer Service at Banyule and will inform how Council builds and delivers services, creates processes and procedures, writes policies, and supports staff to deliver exceptional service.

## Respectful

Banyule will:

- Listen and work to understand the individual needs of each customer.
- Help customers understand their rights, entitlements, and obligations.
- Be empathetic and helpful, even if we have to say 'no'

## Accessible

Banyule will:

- Assist all individuals equally.
- Ensure our facilities and buildings are accessible.
- Have a range of options to contact council.

## Proactive

Banyule will:

- Provide a timely response to each request.
- Inform customers of service disruptions or schedule changes
- Seek feedback to improve our service.

## Accountable

Banyule will:

- Be honest, open, and accountable for our actions.
- Communicate clearly, accurately, in plain language and within appropriate time frames.
- Meet reasonable expectations wherever possible and explain when we cannot.

## Consistent

Banyule will:

- Provide consistent service regardless of how people contact us.
- Provide accurate information.
- Provide a contact name and number of the person handling the matter.

# Guiding Principles

This policy is based on the seven principles as provided by [Revisiting councils and complaints \(ombudsman.vic.gov.au\)](https://ombudsman.vic.gov.au)

## Commitment

We are committed to resolving complaints and have a culture that recognises an individual's right to complain. We value complaints and recognise them as being part of our business of serving our communities and improving service delivery.

## Accessibility

People with a range of needs can easily complain and staff actively assist them to navigate the complaints process.

## Transparency

We make it clear how to complain, where to complain and how the complaint will be managed. The steps taken to respond to a complaint are recorded and will stand up to scrutiny.

## Objectivity and fairness

Complaints are dealt with courteously, impartially, within established timeframes and are assessed on merit.

## Privacy

Complaint information is managed according to privacy laws and other relevant legislation. We provide clear information about how we manage personal information. Complaint data is de-identified if reported on more widely.

## Accountability

We are accountable internally and externally for our decision making and complaint handling performance. We provide explanations and reasons for decisions and ensure that our decisions are subject to appropriate review processes.

## Continuous improvement

We analyse complaint data and trends to find ways to improve how we operate and how we deliver our services. We then implement changes to improve our overall customer experience.

# Diversity Statement

---

Our community is made up of diverse cultures, beliefs, abilities, bodies, sexualities, ages, and genders. We are committed to access, equity, participation, and rights for everyone; principles which empower, foster harmony, and increase the wellbeing of an inclusive community.

# Scope

---

This policy applies to all Banyule City Council staff, including the Chief Executive Officer and registered volunteers. It also applies to third party contractors conducting services on the Banyule City Council's behalf.

Internal staff grievances and Staff Code of Conduct complaints are dealt with via Council's established Managing Conduct and Performance Policy.

Allegation of corrupt staff or contractor conduct, internal staff grievances, Code of Conduct complaints and public interest disclosures are dealt with through separate mechanisms.

This policy does not cover complaints relating to the performance of Councillors. Complaints about Councillors are limited to conduct that is defined as 'any action or behaviour of a Councillor involving bullying, victimisation or harassment, including sexual harassment'. Complaints about Councillors which meet this definition will be referred to the Mayor for investigation. If the complaint involves the Mayor, it will be referred to the Deputy Mayor for investigation.

In each instance, the Councillor(s) who are the subject of the complaint will be notified by the Mayor or Deputy Mayor after the complaint details have been established. All interactions with the customer will be documented.

Alternative procedures are in place to handle complaints about specific matters such as allegations of corrupt conduct or misconduct (Public Interest Disclosures Act 2012, Council's Public Interest Disclosure (Whistle-blowers) Procedure and the Councillor Code of Conduct for both staff and Councillors which is detailed in the section titled Complaints about allegations of corrupt conduct.

Where a dispute arises from a complaint generated by a member of the public or a member of Council staff, access to the dispute resolution process detailed in the Councillor Code of Conduct Code is only possible where a Councillor or group of Councillors takes up the complaint about another Councillor on behalf of the complainant.

## Complaints about contractors

We recognise that we retain a level of responsibility for services conducted by contractors on our behalf.

Where a complaint is made in relation to a service conducted by one of our contractors, the complaint will go to the investigation stage and be assigned to a Manager or delegated Officer to examine the complaint and consult with both the customer and the contractor.

All outcome letters written by contractors in relation to complaints will include the name and contact details of a Council Officer staff member to whom the customer may escalate their complaint if they are not satisfied with the outcome the contractor has provided.

If a customer is not satisfied with the outcome of the complaint, they can ask the Council for an internal review and ultimately if it is still unresolved, they can escalate the matter for external review as outlined in this policy.



## Complaints about allegations of corrupt conduct

Where a complaint involves allegations of corrupt conduct, it will be managed in accordance with the Public Interest Disclosure Act 2012.

We encourage and facilitate people making disclosures of improper conduct by public officers and public bodies, including the Council as a public body, its staff, employees, and Councillors.

We will take all reasonable steps to protect people, who make such disclosures, from any detrimental action in reprisal for making the disclosure. We will also afford natural justice to the person or body who is the subject of the disclosure.

For more information please refer to our website: [www.banyule.vic.gov.au/About-us/Policies-plans-strategies/Policies-documents-for-inspection/Public-interest-disclosure](http://www.banyule.vic.gov.au/About-us/Policies-plans-strategies/Policies-documents-for-inspection/Public-interest-disclosure)

## Human Rights

---

The Banyule Customer Complaint Management Policy has been assessed against the Victorian Human Right Charter 2006 and practical steps have been taken to ensure the Policy does not unreasonably limit or restrict any human rights. The Policy provides the framework for how people can raise complaints with Council and have them responded to and resolved. It is considered that the Policy supports the principles contained within the Charter.

## Definitions

---

The following key terms are used in this policy:

### Complaint

A complaint is an expression of dissatisfaction in relation to:

- the quality of an action taken, decision made, or service provided by a member of Council staff or a contractor engaged by the Council; or
- the delay or failure by a member of Council staff or a contractor engaged by the Council in taking an action, making a decision, or providing a service; or
- a policy or decision made by a Council or a member of Council staff or a contractor.

Refer **Appendix 3** for Examples of Complaints

### Request for Service

A request for service is contact with Council to:

- seek assistance
- access a new service
- seek advice
- inform/make a report about something for which the council has responsibility.

The following are examples of requests for service:

- an insurance claim
- a request for information or explanation of policies or procedures
- reports of damaged or faulty infrastructure (i.e. potholes)
- reports of hazards (e.g. fallen trees)
- a dispute concerning neighbours

### **Customer**

A customer is any individual or business who provides feedback to Council.

### **Contractor**

A contractor is a third party who carries out services on behalf of Council.

### **Frontline Resolution**

Frontline resolution refers to process of resolving a complaint at the first point of contact with the customer.

## **Roles and Responsibilities**

---

### **Internal Responsibilities**

#### **Frontline Staff and Council Officers**

- Receive the complaint and where possible resolves it at the point of contact, within the scope of their role.
- Follow this policy.
- Ensure complaints are recorded in the Customer Request Management System (CRM).
- Escalate complaints according to the **Complaints Procedure workflow** (refer Appendix 1).

#### **Managers and their Delegated Officers**

- Responsible for triaging service-related complaints which require investigation to the appropriate Officer.
- Follow this policy.

#### **Managers**

- Investigate the matter and contact the customer where a complaint is about staff or policies they manage.
- Investigate when the issue is in relation to service delivery and has been escalated because it cannot be resolved by frontline staff or Council Officers.
- Take responsibility for service improvement.
- Ensure staff understand this policy.

#### **Manager Customer Experience and Business Improvement (CX and BI)**

- Receives complaints where an internal review has been requested.
- Allocates the internal review of the complaint to the responsible Director.

## **Directors**

- Investigate the matter and contacts the complainant where a complaint is about staff they manage.
- Review the actions/ results from previous investigations where an internal review has been requested.
- Oversee the internal review process to conclusion or refers to external channels where internal resolution is not possible.
- Follow this policy.
- Take responsibility for service improvement.

## **Chief Executive Officer**

- Encourages an environment where complaints are handled seriously and comprehensively.
- Ensures that an effective complaint management system is in place for all employees.
- Ensures appropriate resources are available and used to effectively manage complaints.
- Ensures compliance with this policy.

## **Contractors**

- Follow this policy.
- Ensure they and their employees understand this policy.
- Adhere to confidentiality and privacy requirements.
- Manage any referred complaints in accordance with this policy and guidelines.
- Notify Council's contract manager if they receive a complaint directly.

## **Councillors**

- Forward a complaint to the Chief Executive Officer who will record the complaint in Council's Customer Request Management system. (A Councillor cannot direct or influence the complaint handling process and the complaint will be investigated as outlined in this policy.)

## **External Responsibilities**

### **Ombudsman**

- Reviews and investigates Council's complaint managing process and determining whether appropriate steps have been taken to resolve the complaint.

### **Victorian Equal Opportunity and Human Rights Commission**

- Provides an impartial, fast, flexible, and free dispute resolution process to help people resolve discrimination complaints and complaints of sexual harassment, and racial and religious vilification.

It is the responsibility of all councillors, employees and contractors involved in managing a complaint to appropriately prioritise its resolution in accordance with this policy.

# How to make a complaint

---

Website	<a href="https://www.banyule.vic.gov.au/Contact-us/Send-us-feedback">https://www.banyule.vic.gov.au/Contact-us/Send-us-feedback</a>
Telephone	(03) 9490 4222
Internet Relay	TTY (Hearing Impaired): Phone 133 677 and ask for (03) 9490 4222 Speak and Listen: Phone 1300 555 727 and ask for (03) 9490 4222
In person	<b>Greensborough Customer Service Centre</b> , 1 Flintoff Street, Greensborough <b>Ivanhoe Customer Service Centre</b> , 275 Upper Heidelberg Road, Ivanhoe
Mail	<b>Complaint Submission-Reply Paid 90907</b> , Greensborough

Please provide us with as much information as possible so we can effectively address your feedback or concern. The person receiving or managing your complaint will provide you with any help you need to make your complaint, including if necessary, providing an interpreter.

## Accessibility

Anyone who has been affected by a decision or action (including a failure to make a decision or take action) can make a complaint.

## Anonymity

We also accept and respond to anonymous complaints if we have received enough information to do so. Where possible, at the point of initial contact, Council can inform customers who wish to remain anonymous, that should additional information be required to action the complaint, the absence of contact information may mean that action is not able to be taken.

# Complaint handling procedure

---

## Overview

Council takes a four-tiered approach to handling complaints:

1. Frontline resolution: frontline staff receive the complaint and resolve it immediately, if possible.
2. Investigation: if frontline staff cannot resolve the complaint, they will refer it to the most appropriate Council Officer for investigation.
3. Internal review: if the customer is not satisfied with the outcome of the investigation, they can request an internal review.
4. External review: if the customer is not satisfied with the process or outcome of the internal review, they are informed of any external avenues where they can pursue their complaint.

Refer **Appendix 1** for the internal Complaint Procedure.

## 1. Front line resolution

- Frontline staff will receive the complaint and record the request in the Customer Relationship Management system (CRM).
- We will try to resolve the matter immediately where possible. If necessary, we will clarify the complaint and the outcome the customer is seeking.
- Where possible, we will inform the customer of the name and department of the staff member who is managing their complaint and advise them of a timeframe for progressing and/or completing the enquiry where relevant.
- If the Council is not the right organisation to respond to the complaint, frontline staff will advise the customer of an organisation that may be able to help.

## 2. Investigation

- If the complaint is in relation to staff or contractor conduct it will go directly to the appropriate manager.
- If the complaint is in relation to a policy or the quality or timeliness of service delivery, it will go to the relevant Manager or their delegate who will be responsible for ensuring it is directed to the most appropriate Council Officer.
- The Officer managing the complaint will contact the customer to **acknowledge** the complaint within **two business days** of receiving it and provide a timeframe for progressing and/or completing the enquiry where relevant.
- Banyule City Council will aim to resolve all complaints within 28 days.
- If it takes longer than 28 days to resolve a complaint, the Officer managing the complaint will contact the customer prior to this time and provide an explanation and revised timeframe.
- Complaints that are not resolved within 28 days may be escalated if necessary to ensure that a resolution is expedited.
- The Officer responsible for managing the complaint will write to the customer to advise them of the outcome. The **outcome correspondence** will contain reasons for the decision made and the contact information for the responsible Council Officer.
- The Officer managing the complaint may contact the customer to discuss the outcome of their complaint prior to sending the outcome letter.
- If the customer is not satisfied with the response or the way in which their feedback or complaint has been managed, they can ask for their complaint to be referred for an internal review.

## 3. Internal Review

- If the customer is dissatisfied with the process or outcome of the frontline resolution or investigation, they can request an internal review by:
  - [Email: internalcomplaintreview@banyule.vic.gov.au](mailto:internalcomplaintreview@banyule.vic.gov.au)
  - Writing to:
    - Attn: Manager, Customer Experience & Business Improvement (Internal Review)
    - Reply Paid 90907, Greensborough Victoria 3088
- The Manager will assign the complaint to the Director of the responsible area and the Director will conduct the internal review. The internal review will be independent of:
  - the person who took the action; and
  - the person who made the decision; and
  - the person who provided the service

- The Director will undertake a review of the complaint and gather information and expert advice where necessary.
- An **outcome letter** signed by the Director responsible for the internal review will be provided to the complainant at the conclusion of every internal review.
- The outcome letter will advise the complainant of any avenues of **external review available** in relation to the matter, such as the Victorian Ombudsman.

#### 4. External Review

- If a customer is not satisfied with Council's final response, they can contact the Ombudsman's Office and/or other external agencies to request an independent review. The Ombudsman's Office can be contacted by:
  - Phoning: 9613 6222 Toll Free: 1800 806 314 (regional only)
  - TTY (for people with hearing or speech impairment) on 133 677 or 1300 555 727
  - Interpreter service via telephone: 131 450 or on-site: 1300 655 082
  - [Email: ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)
  - Writing to:
    - Ombudsman Victoria
    - Level 2, 570 Bourke Street, Melbourne Victoria 3000

## Outcomes

Council's arrangements for enabling people to make complaints are customer-focused, visible, accessible, and valued and supported by management.

Complaints are responded to promptly and managed objectively, fairly, and confidentially, with outcomes and opportunities for review explained to the customer.

Council has clear accountabilities for complaint handling and complaints are used to improve Council's performance.

## Remedies

Where we have found that we have made an error, we will take steps to redress the situation and we will offer a genuine apology to the customer.

## Privacy

When gathering information to respond to a complaint, we will only:

- use it to deal with the complaint or to address systemic issues arising from the complaint.
- disclose it in a de-identified format when disclosing data to the public.
- share it with staff on a 'need-to-know' basis.

## Recording Complaints and Requests for Service

All requests for service and complaints are recorded in Council's Customer Request Management system (CRM).

We analyse our complaint data and regular reports to the management team. We record the following information for each complaint:

- the complainant's details (where complainant has not elected to be anonymous)
- how the complaint was received

- a description of the complaint
- the complainant's desired outcome (if known)
- the Council Officer/ Manager responsible for managing the complaint
- any action taken, including contact with the customer, response times and the outcome
- when the complaint was finalised
- relevant demographic information that could help improve services (where relevant).

Any queries regarding the recording of complaints should be directed to **Manager Customer Experience and Business Improvement**.

## Reporting on Performance

Our Customer Request Management system (CRM) is used to identify areas where improvements can be made in service delivery.

Complaints requiring investigation, internal or external review may also lead to opportunities for improvements. All areas within Council will work to improve their service delivery and reduce the number of complaints.

## Unreasonable Complainant Conduct

Most customers act reasonably and responsibly in their dealings with Council. However, in a small number of cases some customers, despite our best efforts to help them, behave in ways that are inappropriate and unacceptable.

When a customer behaves in this way, we consider their conduct to be unreasonable.

Unreasonable behaviour is that which because of its nature raises substantial health, safety, resource or equity issues for our organisation, our staff, other services users, and/or the complainant themselves.

When customers behave unreasonably in their dealings with Banyule City Council, their conduct can significantly impact staff success and wellbeing as well as the effective and efficient delivery of services to all people in our municipal community.

The [Unreasonable Customer Behaviour Policy](#) applies to the management of unreasonable customer behaviour and those adversely affected by unreasonable behaviour, as defined in this policy. It is part of a suite of policies, procedures and guidelines which are aimed at ensuring Banyule City Council remains a safe work environment.

## Discretion to refuse a complaint

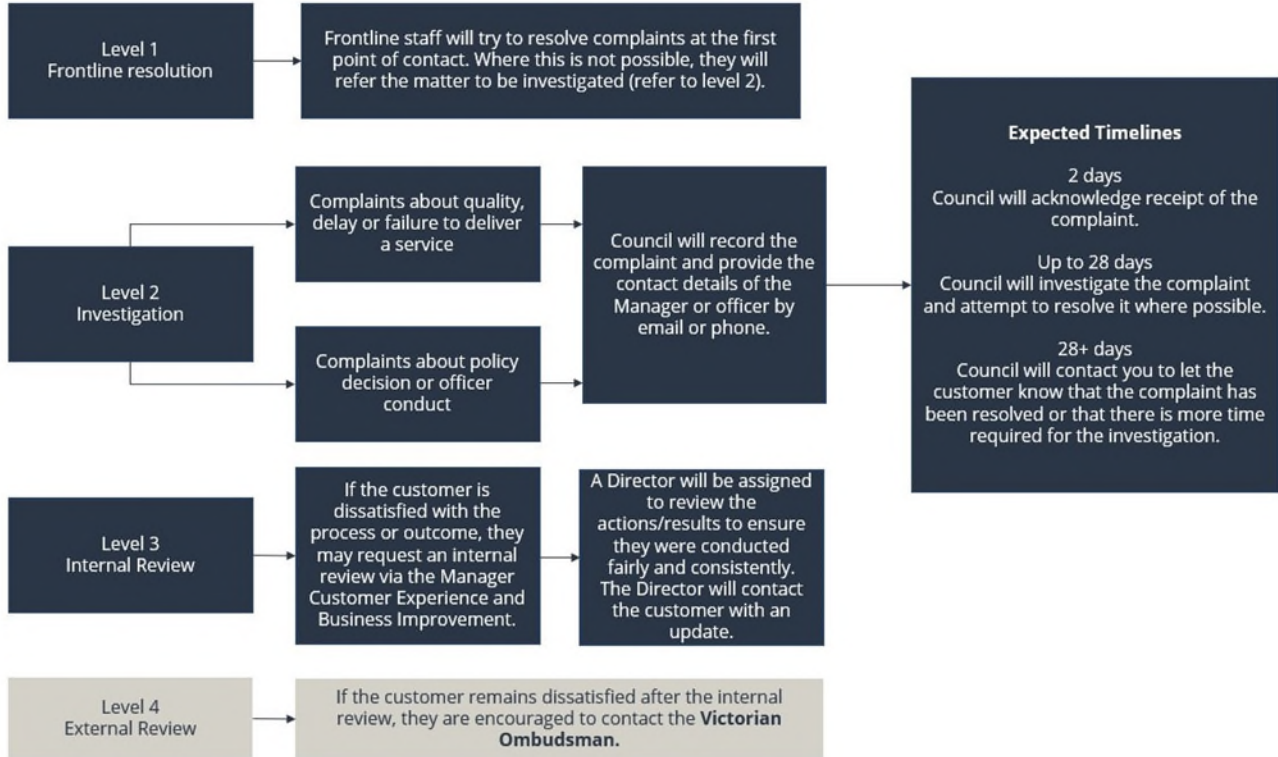
Council have discretion to refuse to deal with a complaint which is otherwise subject to statutory review. It is the responsibility of the Council Officer dealing with this type of complaint to explain the following to the customer:

- the relevant statutory rule(s)
- the contact details for the Office/ Department undertaking the relevant review

<b>Responsible</b> Joseph Linnestad (Customer Experience & Business Improvement Manager)	Date 27/02/2024
<b>Approval</b> Allison Beckwith (Chief Executive Officer)	Date 29/02/2024



# Appendix 1: Complaint Management Procedure



## Appendix 2: Complaints and Resolution (External Body)

<b>Infringements Court</b>	The Infringements Court is part of the Magistrates' Court, which deals with processing and enforcing infringement notices and penalties, such as speed camera and parking fines.	Ground Floor 277 William Street MELBOURNE VIC 3001 9200 8222
<b>Magistrates Court</b>	If you receive an infringement notice, you can exercise your right to take your infringement matter to the Magistrates' Court to be determined at a formal hearing.	Civic Compliance Victoria Ground Floor 277 William Street MELBOURNE VIC 3001
<b>Local Government Inspectorate</b>	The Local Government Inspectorate is responsible for investigating allegations of offences under the <i>Local Government Act 2020</i> (Act).	GPO Box 2392 MELBOURNE VIC 3001 Complaints hotline: 1800 469 359 8am–5pm weekdays  <a href="mailto:inspectorate@lgi.vic.gov.au">inspectorate@lgi.vic.gov.au</a>
<b>Victorian Ombudsman</b>	The Ombudsman can help when your complaint is about an administrative action taken by a council employee, but not those of a Councillor acting in the role of a Councillor or a council acting as a decision-making body.	Level 2 570 Bourke Street MELBOURNE VIC 3000 or DX: 210174 MELBOURNE Phone: 9613 6222 Toll Free: 1800 806 314 (regional only) TTY: 133 677 or 1300 555 727 Phone interpreter service: 131 450 <a href="mailto:ombudvic@ombudsman.vic.gov.au">ombudvic@ombudsman.vic.gov.au</a>
<b>Independent Broad-Based Anti-Corruption Commission</b>	The Independent Broad-based Anti-Corruption Commission (IBAC) is responsible for preventing and exposing public sector corruption and police misconduct in Victoria.	North Tower, Level 1 459 Collins Street Melbourne, VIC 3000 <a href="http://www.ibac.vic.gov.au">www.ibac.vic.gov.au</a>
<b>Office of the Victorian Information Commissioner</b>	We are the primary regulator and source of independent advice to the community and Victorian government about how the public sector collects, uses, and discloses information.	PO Box 24274 Melbourne VIC 3001 <a href="mailto:enquiries@ovic.vic.gov.au">enquiries@ovic.vic.gov.au</a>

## Appendix 3 Complaint Examples

Example	Within Council's Complaints Policy remit?	Action required at frontline level 1:
<b>Customer rings to advise that their bin has not been emptied.</b>	Yes	The Customer Services Officer enters a request for service in the CRM for the bin to be collected within the next 72 hours and advises the customer. No further action is required.
<b>Customer emails Council to query a utility bill.</b>	No	The Customer is emailed the appropriate contact details for this issue. There is no requirement to record this as a complaint.
<b>Customer visits a service centre to complain about interest charged on their overdue rates account.</b>	Yes	The Customer Services Officer explains the reason the interest has been applied. The customer is not satisfied with this response and asks to speak to someone in the Rate Department. The Customer Service Officer contacts the Rates Officer who attends to the counter to manage the complaint. If Rates Officer is unable to provide a resolution to this complaint, they input the issue into the Customer Relationship Management tool, and it is escalated for investigation. A written response is provided within 28 days of receipt of the complaint.
<b>A customer calls to dispute a parking fine.</b>	No	This is an example of a complaint that is covered by other legislative processes (the Infringements Act 2006) and not subject to Council's Complaint Handling Framework. The customer will be referred to the Infringement Review process.
<b>A customer calls to complain about the way they were treated by a Customer Service Officer at the Service Centre.</b>	Yes	The Customer is transferred to the Officer's line Manager. The customer is happy with the response and the complaint is resolved. The de-identified complaint information should be entered into the CRM and closed out by the Manager. Information about the complaint will be used to inform staff management, training, and development.
<b>Customer attending a festival held by Council complains about the quality of the entertainment</b>	Yes	Council officers thank the participant for their feedback and advise they will take this into consideration when they next arrange an event. The customer is happy with this response. Given this complaint does not represent a broader or systemic issue with Council's services, it is not recorded as a complaint.
<b>A customer calls Council to express dissatisfaction with Ivanhoe Aquatic Centre programs</b>	Yes	The Customer Service Officer enters the complaint into the CRM. An Officer responds to the customer. If the customer is satisfied with their response, the complaint CRM is closed out. If not, it is escalated for investigation and a written

		response is provided within 28 days of receipt of the complaint.
<b>A councillor contacts Council to lodge a report on behalf of a customer in relation to planning proposal.</b>	No	This is not a complaint but a request for service. The Councillor Request Management Officer enter this into the CRM for action by the appropriate Officer.
<b>A councillor contacts Council to lodge a complaint in relation to a footpath defect after notifying Council of the issue 2 months ago and not receiving an update.</b>	Yes	The complaint is entered into the CRM by the Councillor Request Management Officer. The issue is assigned to an appropriate Officer to investigate, and a written response is provided within 28 days of receipt of the complaint.
<b>A customer emails a complaint alleging corrupt activity or action by a member of staff.</b>	No	The customer should be responded to in accordance with the Procedure for handling disclosures under the Public Interest Disclosure Act 2012.
<b>A customer calls the Central Maternal Child Health (MCH) Booking Line to complain that their appointment has been rescheduled twice.</b>	Yes	The complaint is investigated and resolved by the frontline Officer and no further action is required.
<b>A parent calls Council to complain about the kindergarten placement their child was given, stating that it was not their first preference. They want their situation addressed by a manager.</b>	Yes	An Officer responds to the customer. If the customer is satisfied with their response, there is no further action. If not, it is entered into the CRM and investigation and a written response is provided within 28 days of receipt of the complaint.