

## COMPLAINTS POLICY

<i>Source:</i>	Chief Executive		
<i>Date:</i>	21/02/2011		
<i>Reviewed:</i>	20/09/2011	<i>Next review:</i>	
<i>See also:</i>			

The Chief Executive has the ultimate responsibility for dealing with complaints if they have escalated due to the customer/staff member not believing that they have been satisfactorily dealt with.

The manager of each Department has the overall responsibility to ensure satisfactory resolution of complaints.

All employees and external contractors employed by Council have a responsibility to deal with customer complaints.

A complaint is notification of dissatisfaction with the standard of service received, failure to provide an agreed service or the way a person has been treated.

Complaints are considered to be a tool in assessing customer satisfaction and may be used in assessing continuous improvement.

Complaints may be received in person, by phone or facsimile, electronically or in writing.

Generally anonymous complaints will not be acted upon but may be considered for investigation if relating to health and safety risks.

## **INTERNAL COMPLAINTS**

### **Quick and informal resolution**

It is the Council's policy to encourage resolution of issues in a simple, straightforward and informal manner. The first approach is therefore always to try and air an issue to resolve it quickly and simply with the person or people concerned.

The following process should be used where this informal approach has not succeeded in resolving the issue.

### **Raising it with your manager**

Any issues or problems should be raised with your own supervisor or manager if you have not succeeded in resolving the issue informally. If your issue involves your manager or for some other reason you do not feel it is appropriate to raise it with your manager, the issue should be raised with the Chief Executive.

The manager must determine the nature of the complaint and any justifiable complaint including any resolution/disciplinary action is to be documented on the relevant staff personal file/s.

### **Raising it with the Chief Executive**

If you are unhappy with your manager's efforts to resolve the issue, the issue may be raised with the Chief Executive. It is however expected that all efforts are made to try to resolve the issue prior to raising it with the Chief Executive.

### **Support**

You may choose to seek support from a colleague or an external person of your choice if you wish to accompany you to meetings or to assist you in this process.

## **Complaint resolution**

The Council will investigate your complaint and consider the solution you are seeking and other factors as considered appropriate in the circumstances. If your complaint involves another person, either another employee or an external person, the Council will seek and consider their input in considering your complaint.

Any resultant training requirements are to be included in the individual staff personal training plan.

## **EXTERNAL COMPLAINTS**

The nature of the complaint must be determined and name and contact details of complainant documented.

### **If complaint is about a staff member**

Forward details of complaint to the relevant team leader or manager who will determine the nature of the complaint and, if justifiable, document on the relevant staff personal file/s any resolution and/or disciplinary action taken.

Details of complaint resolution must be conveyed to the complainant and documented.

### **All other external complaints**

Record details of complaint in the service request system including what action they would like to see happen and whether there has been any previous complaints about this matter.

If the complaint is unable to be satisfactorily resolved by a staff member then details are to be forwarded to the relevant manager (or Chief Executive if it is considered that it is not appropriate to contact the manager).

Details of complaint resolution must be conveyed to the complainant and documented. If the complaint was in relation to a property then a property note must also be added where relevant.