



Complaints Handling Policy

1. Policy Statement

The Town of Mosman Park is committed to handling complaints in a consistent, fair and efficient way.

The Complaints Handling Policy details a process for managing issues early and effectively, provides an avenue for receiving feedback which may inform the improvement of the Town's services, and allows the Town to achieve customer satisfaction with the way that complaints are managed.

2. Policy Details

2.1 Scope and application

This policy applies to all staff receiving or managing complaints from members of the public, made to or about the Town, regarding services, staff or performance of the Town's functions. It covers complaints received in-person, by phone, email or letter.

If the complaint is not within the scope of this policy, the complaint is referred to the appropriate alternative process. If the complaint is not within the scope of the Town's authority, the complaint is referred to the relevant external organisation. See definitions for further information.

2.2 Complaints handling process¹

The Town encourages customers to raise their concerns directly with the employee or contractor delivering a service and will endeavour to rectify issues upon first contact wherever possible.

If a concern cannot be resolved, or a customer wants the complaint to be formally documented or escalated, this formal complaint is referred to a complaints handling staff member, referred to as the Customer Relations Facilitator.

The Customer Relations Facilitator will ensure that complaints are acknowledged and responded to in a timely manner and considered with objectivity and fairness, and that complainant confidentiality is maintained.

2.3 Community and customer relations

In some instances, customers may be distressed when contacting the Town of Mosman Park to make a complaint. In these instances, staff will respond in a calm and respectful way.

Dealing with upset customers is part of our core work. However, the Town does not expect employees or contractors to tolerate behaviour that is offensive, abusive, intimidating, discriminating, threatening, harassing or consumes disproportionate resources.

¹ Complaints Handling Policy





If staff become concerned about their wellbeing or safety when receiving or responding to a complaint, have serious concerns about the person's conduct or are concerned about the level of resourcing being invested in responding to the complaint, they will advise their supervisor and contact the Customer Relations Facilitator for advice and support.

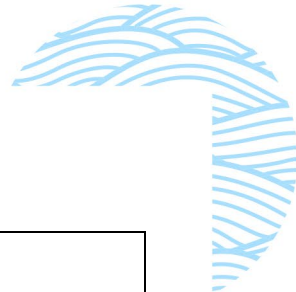
3. Definitions

A complaint is defined as any communication which expresses dissatisfaction with:

- the quality of an action taken, decision made, or service provided by an employee or a contractor engaged by the Town (contractor);
- the delay by an employee or a contractor in taking an action, making a decision or providing a service; and/or
- a policy or decision made by the Town, an employee, or a contractor.

The following are not defined as a complaint for the purposes of this policy:

- An initial request for action or service. For example, a request for a speed hump to be constructed or a tree limb to be removed.
- A request for information, documents, or explanation of policies/procedures. For example, a question about when a person's rates payment is due or whether a planning permit is required for the construction of a garage.
- A civil dispute between private individuals. For example, disputes between residents regarding overhanging trees over boundaries, or maintenance of fences.
- A complaint that involves an issue that is outside the Town's jurisdiction or authority or where a matter is currently before a court. The Town may be able to refer the complainant to the appropriate authority.
- A complaint that relates to the behaviour of individual Council Members. These complaints may be dealt with in accordance with the Town's Code of Conduct for Council Members, Committee Members and Candidates, or the minor or serious breach provisions of the Local Government Act 1995, depending on the nature of the alleged behaviour. More information is available on the Town's website.
- A complaint that relates to the appointment or dismissal of any employee or an industrial or disciplinary issue. These complaints will be handled in accordance with relevant People and Culture policies and procedures.
- Allegations of fraud or corruption. Complaints alleging fraud, corruption, misuse of public resources, or other improper conduct can be made to the Town's Public Interest Disclosure Officer (PID Officer) or external PID Officer in accordance with the Public Interest Disclosure Act 2003. More information is available on the Town's website.
- Complaints alleging non-compliance with legislation administered by the Town. These complaints will be dealt with in accordance with the Town's Regulatory Services, Compliance and Enforcement Policy, available on the Town's website.



Governance References

Statutory Compliance	Corruption, Crime and Misconduct Act 2003 Local Government Act 1995 Local Government (Model Code of Conduct) Regulations 2021 Public Interest Disclosure Act 2003
Organisational Compliance	Complaints Handling Procedure Town of Mosman Park Regulatory Services, Compliance and Enforcement Policy Town of Mosman Park Customer Service Charter

Policy Administration

Directorate:	Officer title:	
Office of the CEO	Manager Governance and Risk	
Next Review	Review Cycle	
1.		
2.		
3.		