

ADMINISTRATION

A 8.4 Complaints Management System Policy

<i>Responsible Department</i>	Executive Manager Corporate Services
<i>Resolution Number</i>	C.2789
<i>Resolution Date</i>	17/08/2016
<i>Next Scheduled Review</i>	2018
<i>Related Shire Documents</i>	Nil.
<i>Related Legislation</i>	<p><i>For complaints of a minor or serious breach of staff or Councillors - S5.121 Local Government Act 1995.</i></p> <p><i>Complaints about staff – the Australian Standard for Customer Satisfaction – Guidelines for complaints handling in organisations (ISO:10002:2004,MOD)</i></p>

OBJECTIVE

The objectives of this policy are to:

1. Ensure commitment to efficient and reasonable resolution of complaints relating to staff and Councillors.
2. Ensure the privacy and fair treatment of all parties.
3. Provide a framework for the recording and analysis of complaints of a minor or serious breach to assist with continuous improvement of policies and work practices.
4. Develop an organisational culture that accepts complaints as an opportunity to improve service to the community.

SCOPE

POLICY

The Shire of Northam is committed to handling complaints in a way that is responsive, efficient, effective and fair.

The Executive Manager Corporate Services is responsible for the operation of the Complaints Management Register and the achievement of the objectives.