



Complaint Process

<p>We will receive your complaint</p> <ul style="list-style-type: none"> • Council captures the complaint details in the Council's business systems 	<p>Within 24 hours of receiving correspondence</p>
<p>Assess your complaint</p> <ul style="list-style-type: none"> • It will be determined whether your matter is a complaint or a service request • The complaint will then be sent to the Manager of the appropriate team to take the next step 	<p>Within 48 hours of receiving correspondence</p>
<p>Acknowledge your complaint</p> <ul style="list-style-type: none"> • The Manager or delegate will contact you to acknowledge that we have received the complaint. They will: <ul style="list-style-type: none"> ○ Listen to and acknowledge your concern ○ Set expectations regarding the investigation process, timeframe and outcomes ○ Ask questions to clarify any misunderstandings or gaps in knowledge 	<p>Within 48 hours of receiving correspondence</p>
<p>Action your issue</p> <ul style="list-style-type: none"> • The Manager or delegate and take the steps necessary to rectify the issues, keeping you informed • Where appropriate, involve you in deciding what the solution should be 	<p>In accordance with the agreed timeframes and service standards</p>
<p>Resolve your complaint</p> <ul style="list-style-type: none"> • The Manager will decide whether the complaint is valid and advise you of the outcome 	<p>As soon as the action is taken</p>
<p>Improve our service</p> <ul style="list-style-type: none"> • The Manager or delegate will share the story with their team and discuss opportunities for improvement. They will also: <ul style="list-style-type: none"> ○ Provide feedback to third parties where appropriate ○ Put steps in place to prevent issues from reoccurring 	<p>Once the complaint is resolved</p>